

3 October 2024

Notification of Intent to Invite Bids

Method: International Competitive Bidding (ICB)

HYBRID WORK ENVIRONMENT – MANAGED DEVICE SERVICE

NCI Agency Reference #: IFB-CO-42421724-MDS

Estimated Amount:	Up to 130,000,000.00 EUR (including options years)
Period of Performance	3 Years Base Period + 2 One-Year Options
NOI Closing Date:	31 October 2024
Solicitation Release Date:	Anticipated in Q4FY24
Solicitation Closing Date:	Anticipated in Q1FY25
Contract Award Date:	Anticipated in Q2FY25
Competition Type:	ICB Best Value

The NCI Agency hereby notifies the NATO Nations of its intent to invite bids for the procurement of Managed device service, as part of the hybrid work environment.

The NCI Agency is seeking to establish a framework agreement serving as the preferred vehicle for Managed Device Services on an “as needed” basis. A single award Indefinite Delivery, Indefinite Quantity (IDIQ) contract is planned with an initial commitment based on the level of requirements at the time of the contract signature.

*****Neo eProcurement Registration*****

Attention Suppliers,

The NCI Agency is stepping into a new era of procurement. We have launched an eProcurement tool, Neo, to make our collaborations smoother, faster, and more transparent. If you are keen to do business with us, you will need to register in [Neo](#). This tool will offer suppliers visibility into past, current and upcoming business opportunities, and streamlines the competition cycles, contract awards, and account management.

NCI Agency Point of Contact

Diana Nedelea, Contracting Officer

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Annexes:

- A. Summary of Requirements
- B. Distribution List

To : Distribution List

Subject : **Notification of Intent to Invite Bids for
HYBRID WORK ENVIRONMENT – MANAGED DEVICE SERVICE**

References :

- A. BC-D(2018)0004-FINAL, BC Budget Procurement Guidance
- B. AC/4-D(2008)0002-REV2, Investment Committee for Procedures and Practices for Conducting NSIP International Competitive Bidding Using Best Value Evaluation Methodology

1. In accordance with References A through 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 managed device service, as part of the hybrid work environment, hereafter referred to as the "Project".
2. 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.
3. The reference for this Project is IFB-CO-42421724-MDS, and all correspondence concerning this NOI and subsequent IFB should reference this number.
4. A single award Indefinite Delivery, Indefinite Quantity (IDIQ) contract is planned with an initial commitment based on the level of requirements at the time of the contract signature. Funding obligation shall occur at the time an order is placed against the IDIQ contract.
5. The NCI Agency plans to issue an IFB using the International Competitive Bidding (ICB) Procedure for Best Value (BV) evaluations. The successful bid for this Project, pursuant to the IFB following this NOI, will be the bid that offers the best value in accordance with predefined evaluation criteria prescribed in the IFB. The top-level criteria weighting will be 70% Technical and 30% Price. A single award Indefinite Delivery, Indefinite Quantity (IDIQ) contract is planned with an initial commitment based on the level of requirements at the time of the contract signature.
6. Eligibility to participate in the subsequent IFB is declared by national authorities. Hence, qualified and certified companies interested in receiving the 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 **31 October 2024**, which is 28 calendar days after the date of this letter.
 - a. 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 IFB-CO-42421724-MDS@ncia.nato.int.
7. In order to maximize competition the NCI Agency may, at its 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.
 8. Requests for participation in this competition received directly from individual companies will not be considered.
 9. Bidders will be required to declare a bid validity of 12 months from bid closing date. Should the selection and award procedure exceed the bid closing date by more than 12 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.
 10. National authorities are advised that the IFB package is anticipated to be NATO UNCLASSIFIED. However, the IFB and the contractual documents could contain references to other NATO documents classified as NATO UNCLASSIFIED.
 11. The successful bidder will be required to handle and store classified information up to the level of NATO UNCLASSIFIED.
 12. The NCI Agency reserves the right to cancel, suspend, or withdraw this NOI at its own discretion and at any time. 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. **Prior to the issuance of the IFB package, the NCI Agency is planning to conduct an Industry Day (online) with the identified potential bidders during the 1st week of November 2024. Further details will be sent by email.**
 14. Your assistance in this procurement is greatly appreciated.

For the Chief of Acquisition:

Diana Nedelea
Contracting Officer

Annex A – Summary of Requirements

1. Context

The NATO Communications and Information Agency (NCIA) is dedicated to acquiring, deploying, and defending communication systems for NATO's political decision-makers and Commands. It operates on the frontlines against cyber-attacks, collaborating closely with governments and industries to prevent future debilitating attacks. The NCIA plays a crucial role in maintaining NATO's technological edge and ensuring the collective defense and crisis management capabilities of the Alliance. A fit for purpose digital workplace is one of the key elements of the organization and having well-functioning services for critical devices is therefore a priority for NCIA.

Following a strategic decision by NCIA's Board and General Manager, NCIA is exploring the possibility of outsourcing managed devices in order to deal optimally with asset quality and increased demand across the organization, while maintaining high quality of service towards NCIA's customers and the end users.

The service includes the following device types:

- Static Desktop (Workstation) Device—the majority (>95%) of the devices are desktop-class devices equipped with dual speed fibre-optic network cards. The remaining part of the devices are workstation-class devices with advanced graphics capabilities. The primary use case is on classified network with all the devices certified to one of the TEMPEST SDIP 27 Communication Security Levels.
- Thin Client Device—fixed-purpose devices enabling access to Virtual Desktop Infrastructure (VDI) backend. The primary use case is on classified network with all the devices certified to one of the TEMPEST SDIP 27 Communication Security Levels.
- Portable (Laptop) Device—business-class laptop for conducting daily business activities, collaboration and communication amongst NATO Enterprise, with industry and academia. The primary use case is to access and process information up to RESTRICTED.
- Monitors—default monitor size is 24 inch Full HD business class monitor with several sizes (27 inch, 32 inch, 34 inch) available for specific use cases such as network operation centre or higher resolution requirement such as 4K. The TEMPEST SDIP 27 level of the monitor matches the highest emission security level of the connected user equipment.
- Smartphone/Tablet (iOS device only)—iOS/iPadOS-based smartphones and tablets used for collaboration and communication using a commercial cellular subscriptions (which is not in the scope of this contract) to access selected set of business tools (email, instant messaging, video teleconference). The primary use case is to access and process information up to RESTRICTED.
- Voice over Internet Protocol (IP) Phone—Cisco manufactured VoIP phones enabling NATO Enterprise Staff to communicate using voice and video & voice.

The above only contains devices and its default accessories. Other accessories are considered consumables and these accessories are not in the scope.

2. **Objectives**

With the prospective contract, NCIA aims to achieve the following high level objectives:

a. High Level Objective 1 (HLO1)—Leverage industry capability in providing managed device service for user equipment throughout its lifecycle

The objective is that the Contractor provides managed device service. This includes service initiation, operation (limited to the hardware only) and retirement.

Devices provided via the managed device service need to be delivered, swapped due to fault and lifecycle replaced swiftly and with minimal interruption to NCIA and NATO Staff workflows.

b. High Level Objective 2 (HLO2)—Managed implementation of managed device service at NATO Commands

The objective is NCIA, jointly with the Contractor, to transition to the new managed device service- operating model ensuring all implementation, on-going support, decommissioning of only the devices provided by the Contractor, logistics and inventory aspects are covered in a structured and coherent way.

c. High Level Objective 3 (HLO3)—Ensure secure, quality and performance managed device service

The devices delivered as part of the managed device service, need to be supported by their manufacturer(s), secure, and meeting the minimum requirements. Devices need to be delivered in a ready to use state as follows:

- Static Desktop (Workstation) Device – with NATO-provided software baseline.
- Thin Client Device – out of the box with approved operating system (Linux based).
- Portable (Laptop) Device - with NATO-provided software baseline, end user self-enrolment capable.
- Monitors – out of the box.
- Smartphone/Tablet (iOS device only) – out of the box, added to NATO-specific Apple Device Enrolment Program, end user self-enrolment capable.
- Voice over Internet Protocol (IP) Phone – out of the box.

d. High Level Objective 4 (HLO4)—Optimize the service operations and need for on-site visits

The way the managed device service is delivered by the Contractor, need to minimize to the maximum extent feasible the involvement of NATO Staff at locations, where present, including for escorting Contractor personnel.

The way the service is delivered need to minimize on-site visits of Contractor personnel.

e. High Level Objective 5 (HLO5)—Ensure the managed device service enables

NCIA to achieve its own contractual obligations

The HYBRID WORK ENVIRONMENT service that NCIA deliver to NATO Commands and Nations has its own service level targets and key performance indicators which NCIA has to meet. The managed device service need to enable NCIA to achieve its own service requirements. Further details of the specific KPIs and service level targets will be detailed in the Statement of Work.

f. High Level Objective 6 (HLO6)—Provide elasticity and additional on-demand capacity

With this prospective contract, NCIA aims to achieve a level of readiness to respond swiftly to crisis and conflicts by delivering managed device service on a short notice, thus avoiding long delays in traditional way of procuring and provisioning user equipment.

g. High Level Objective 7 (HLO7)—Ensure best of class supply chain security

While benefiting from the industry managed device service offerings, information and supply chain security are paramount to NCIA and NATO.

While the Contractor will not handle classified information, the processing and supply chain security of the devices delivered via the managed device service and the corresponding software baselines need to be ensured by implementing the most recent and comprehensive industry standards for supply chain, information security and risk management (such as NIST, ISO, ISO/IEC).

The managed device service need to implement challenge-response mechanism(s) to ensure in a consistent and reliable way that the correct device is delivered to the correct NATO Enterprise staff.

3. Expected outcome

The desired outcome is to establish a service with multiple brand options per device type across all NATO Nations. All devices will be managed by NCIA using industry standard enterprise tools. The Contractor will take on the responsibility for providing brand new devices on a managed device service-based principle and replicate most of the device management aspects that are currently provided by NCIA. The managed device service will also enhance the current service features with the ability to have replacement devices shipped directly to NATO Enterprise staff at validated addresses to improve the customer experience. The Project aims to adopt a more user-oriented approach aimed at increasing the digital literacy of NATO Enterprise staff. The Contractor will always retain the ownership of all devices under the scope of the contract limiting the asset management required directly by NCIA to perform a logistic storage function, any IT-support from the Contractor is not in the scope of the contract.

a. Managed device service expected composition

The expected components of the outsourced managed device service are:

- Establish a catalogue of approved devices from multiple brands (multi-brand strategy is applicable only to laptops, workstations, monitors and thin clients), one of each brand, to be subscribed to on an as-needed basis (i.e. have one approved laptop model from brand A and another approved laptop model from brand B).
- Hardware provisioning—supplying the device types requested.
- Device provisioning—deliver the devices in a ready to use state as described in HLO3 allowing the NATO Enterprise staff to follow simple step-by-step instructions to complete last-mile configurations (i.e. self-enrolment).
- Shipping—shipping to and pick up from NATO locations and validated addresses.
- Asset lifecycle management—managing the entire lifecycle of the devices, from provisioning, replacement when faulty/stolen and replacement when reaching end of expected life.
- Subscription model—provide subscription model for each device type with equal monthly payments for the expected life of the devices.
- Analytics and reporting—comprehensive and flexible analytics and reporting tool delivering insights on service ordering, billing, usage and other metrics to optimize operations and measure the service delivery quality.
- End of life services—provide ways for secure data wiping and recycling of devices at the moment of replacement.

4. Scope

a. Geographical scope

NCIA intends to deliver the services of this Project to multiple locations—NATO Commands, National sites and exceptionally to validated private addresses in NATO Nation. The locations fall in four categories:

Category 1 location—consists of all NATO Commands where NCIA delivers its services continuously and has established presence. Majority of the devices (100s up to few 1000s per location) will be delivered to these locations.

Category 2 location—consists of NATO Commands and National sites where NCIA delivers its services continuously without own Staff present. Many devices (in 10s up to few 100s per location) will be delivered to these locations.

Category 3 location—consists of potential sites established in response to a crisis or conflict where NCIA delivers its services on demand.

Category 4 location—other validated address in a NATO Nation.

b. Devices

Throughout the contract duration, NCIA intends to use the contract for the following devices and locations:

Device Type	Total quantity (indicative)	Of TEMPEST/SDIP-27 certified (indicative) which quantity	Eligible location category for delivery
Static Desktop (Workstation) Device	9,000	Level "C": 80% Level "B": 15% Level "A": 5%	Category 1, 2 and 3
Thin Client Device	6,000	Level "C": 80% Level "B": 15% Level "A": 5%	Category 1, 2 and 3
Portable (Laptop) Device	10,000	0	Category 1, 2, 3, and 4
Monitors	37,500	Level "C": 29% Level "B": 6% Level "A": 2%	Category 1, 2, 3, and 4
Smartphone/Tablet (iOS device only)	4,000	Not applicable	Category 1, 2, 3, and 4
Voice over Internet Protocol (IP) Phone	22,000	Level "C": 1500 Level "B": 0 Level "A": 500	Category 1, 2 and 3

Table 1

5. Implementation strategy

NCIA intends to establish a framework contract on which NCIA will place orders as requirements arise. NCIA intention is to migrate all user equipment to the established via this managed device service operating model at the time of lifecycle replacement of existing devices or earlier, depending on on-going projects and work strands.



Annex B – Distribution List

NATO Delegations:

Albania	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Iceland	Romania
Canada	Italy	Slovakia
Croatia	Latvia	Slovenia
Czechia	Lithuania	Sweden
Denmark	Luxembourg	Spain
Estonia	Montenegro	The Republic of Türkiye
France	Netherlands	The United Kingdom
Finland	North Macedonia	The United States
Germany	Norway	

Embassies in Brussels (Attn: Commercial Attaché):

Albania	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Iceland	Romania
Canada	Italy	Slovakia
Croatia	Latvia	Slovenia
Czechia	Lithuania	Sweden
Denmark	Luxembourg	Spain
Estonia	Montenegro	The Republic of Türkiye
France	Netherlands	The United Kingdom
Finland	North Macedonia	The United States
Germany	Norway	

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