

Notification of Intent to Invite Bids

Method: Basic Ordering Agreement (BOA)

Enterprise Identity Access Management Service (EIDAM): User Account Lifecycle Management Outsourcing

NCI Agency Reference #: IFB-CO-42421725-EIDAM

Estimated Amount: EUR 7,200,000 Including Optional Years

Period of performance: Base Period: CAW – 31 DEC 2027 + 2 One-year options
(2028, 2029)

Solicitation Release Date: Anticipated on Q4 2024

Solicitation Closing Date: Anticipated on Q1 2025

Contract Award Date: Anticipated on Q2 2025

Competition Type: ICB Best Value

The NCI Agency is seeking the procurement of Enterprise Identity Access Management (EIDAM) Services: User account lifecycle management services

*****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

Email: IFB-CO-42421725-EIDAM@ncia.nato.int

Annexes:

- A. Summary of Requirements
- B. List of Prospective Bidders

To : Distribution List

Subject : **Notification of Intent to Invite Bids for Enterprise Identity Access Management Service (EIDAM): User Account Lifecycle Management Outsourcing**

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

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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 Enterprise Identity Access Management Service (EIDAM): User Account Lifecycle Management Outsourcing, 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-42421725-EIDAM, and all correspondence concerning this NOI and subsequent IFB should reference this number.
 4. The NCI Agency plans to issue a 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 60% Technical and 40% Price. A single, firm-fixed price contract is planned for the entire scope of work.
 5. 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 7 November 2024**, which is 28 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 IFB-CO-42421725-EIDAM@ncia.nato.int .
6. 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.
 7. Requests for participation in this competition received directly from individual companies will not be considered.
 8. 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.
 9. 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.
 10. The successful bidder will be required to handle and store classified information up to the level of NATO UNCLASSIFIED. 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.
 11. 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.
 12. Your assistance in this procurement is greatly appreciated.

For the Chief of Acquisition:

Diana Nedelea
Contracting Officer

Annex A – Summary of Requirements

1. Project Objective

The Enterprise Identity Access Management Service (EIDAM) provides identities (including provisioning and de-provisioning of User Accounts, Privileged Accounts, Service Accounts, Computer Accounts), and the capability to share trusted identity information between different domains and to Enterprise users. The information on identities retrieved from different authoritative sources.

The Service allows controlled access-based services. The access services can be available across domains utilising AD-Federation. It offers a Single Sign On experience for users with a valid NATO Enterprise Identity. The service also provides Directory Synchronization enabling Global Address List synchronisation to the NCI Agency External Customers, Mission environments, and Allied Nations.

By outsourcing the lifecycle of end user accounts to a third-party provider and implementing a more centralized and standardized approach, we aim to improve the efficiency and consistency of EIDAM processes and improving the overall lifecycle management of End User accounts that are adopted by Service Delivery Teams throughout the organization.

2. Scope of Work

The desired end-state is a streamlined and secure EIDAM account lifecycle management service that meets the needs of our organization and its customers. The outsourced service will be managed by the Contractor from the central office locations in Mons and Braine L'Alleud and the management of privileged accounts, service accounts, and computer accounts will remain in-house for security reasons.

This project focuses on the outsourcing of the lifecycle of end user accounts under service flavour WPS002-01 (User Account) on the NU, NR, and NS domains. The scope of the contract encompasses several objectives that the service provider is intended to complete. Each objective comprises one or multiple tasks, that the provider is expected to perform:

- a. **High Level Objective 1 (HLO1):** Ensure that the EIDAM service is consistently available to users, with minimal downtime and interruptions, by providing the necessary resources and personnel.
 - i. HLT1.1: Ensure that adequate staffing levels and capability is maintained in accordance with workforce planning outputs to contribute towards service availability.
 - ii. HLT1.2: Work with NCIA when required to execute a robust incident management process. This process helps to handle critical incidents and minimise downtime efficiently and effectively.

- b. **High Level Objective 2 (HLO2):** Provide a fast, efficient, and reliable account creation process that meets the needs of users and supports the business goals of the organization.
 - i. HLT2.1: Execute process steps efficiently, monitor and track progress whilst maintaining effective communication with users.
- c. **High Level Objective 3 (HLO3):** Provide adequate training for EIDAM service users to ensure seamless user adoption and proficiency in utilising the system.
 - i. HLT3.1: Develop and implement a comprehensive training program for EIDAM service users.

3. User Acceptance Criteria

Phase 1a – Contractor Onboarding, Briefings and Workshops

- The Contractor SHALL determine/verify current capacity and needs through methods defined by the Contractor with the assistance of the Purchaser where required.
- The Contractor SHALL determine future growth needs of the Agency to ensure the necessary capacity is available for the short to medium term. Longer term growth assessment will be part of the annual SLA.
- The Contractor SHALL, based on the first and the second bullets, provide a suitable Transition Plan, including a quality assurance plan as part of the transition.
- The Contractor SHALL provide a transition plan to address all phases of the contract, training, delivery, deployment, and quality assurance, according to industry standards.

Phase 1b: Service Handover: NS and NR Domains and Phase 1c: Shadow Support for Final Week of Handover

- The Contractor SHALL run the service in compliance with the appropriate NATO quality and assurance standards in relation to, but not limited to GDPR, HIPAA, and PCI-DSS.
- The Contractor SHALL execute the transition plan together with the Purchaser and demonstrate to the Purchasers satisfaction that services are delivered and ready for operation as per service-requirements.

Phase 1d: Service Go Live

- The Contractor SHALL manage EIDAM service and incident tickets to meet any agreed SLAs and KPIs and in accordance with the statement of work.
- Contractor SHALL support the NCI Agency's Business Change Management Office on Strategic Communication (StratCom) with appropriate material where required.

- The Contractor SHALL develop and implement a suitable training plan for EIDAM service users and those identified by the Purchaser that are eligible and recommended to undertake the relevant training and education.
- The Contractor SHALL ensure that service performance reports are generated at the frequency and in the format that has been agreed and set out in the contract. Reports will contain information on user activity, access rights, and compliance, but are not limited to these areas only.
- The Contractor SHALL provide, in consultation with the Purchaser an exit strategy in the event it is necessary for either the Contractor or the Purchaser to terminate the contract agreement.

Phase 2: Service Handover: NU Domain

- As per the bullet points above outlining Phase 1a-d, the Contractor SHALL follow the same criteria for the planning, handover, and operation of EIDAM services for the NU domain using a timeline agreed with the Purchaser, which considers interdependencies between the cloud migration programme and this project.

4. Implementation Plan

4.1 Delivery Phases

The delivery timelines for the project are ambitious and the Contractor shall make every effort necessary to avoid delays in the execution of the Contract. The delivery phases of the project are set out in the visual below. The Effective Date of Contract (EDC) will be established at the time of Contract Award:

| Project Activities | Duration | Delivery Date |
|---|----------|---------------|
| Phase 1a: Contractor Onboarding, Briefings and Planning Workshops | 2 Weeks | Q3 25 |
| Phase 1b: Service Handover: NS and NR Domains | 3 Weeks | Q4 25 |
| Phase 1c: Shadow Support for Final Week of Handover | 1 Week | Q4 25 |
| Phase 1d: Service Go Live | N/A | Q4 25 |

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|--------------------------------------|---------|-------|
| Phase 2: Service Handover: NU Domain | 6 Weeks | Q1 26 |
|--------------------------------------|---------|-------|

Table 1 – Delivery Phases

4.2 High-Level Implementation Strategy

Phase 1a: Contractor Onboarding, Briefings and Planning Workshops – The Contractor is expected to attend planned briefings and workshops to prepare for the service handover to commence. Working with the Agency, the current capacity and needs of the EIDAM service on the NR and NS domains will need to be established, and short to medium term requirements will need to be determined, to enable the Contractor to correctly size their offering. The primary deliverables from this activity will be a resourcing plan to meet the capacity needs, in addition to a transition plan for handing over the daily operating of the service to the Contractor.

Phase 1b: Service Handover: NS and NR Domains – This activity focuses on implementing the resourcing plan and transition plan for the NS and NR user domains. The Contractor and the Agency will work together to ensure that quality assurance standards are upheld. Methods adopted during handover can include staff shadowing, operating under supervision and test runs to ensure that the Contractor’s resources are able to run the EIDAM service independently.

Phase 1c: Shadow Support for Final Week of Handover – During this period, the Contractor is expected to be able to run the EIDAM service independently, however the Agency will remain available to provide any additional input or support if required by the Contractor. Contractor KPIs will not be measured during this period. Final quality assurance monitoring and testing will be conducted by the Agency to ensure that the EIDAM service is ready to be fully transitioned over to the Contractor.

Phase 1d: Service Go Live – The Contractor will now operate the EIDAM service for the NR and NS domains independently. The transition and resourcing plans will have been fully implemented and quality assurance checks and testing have been conducted. Any KPIs which are included in the Contract will now be measured.

Phase 2: Service Handover: NU Domain – NU domain user account provisioning and the transitioning of this part of the service from in-house to the Contractor will commence later (date TBA) to align with an ongoing cloud migration programme. User accounts assigned to the NU user domain are expected to form a smaller percentage of the overall workload that the Contractor will undertake, in comparison to the NR and NS domains. The same high-level process for handover that was conducted for the NR and NS domains will be carried out once the transition commences.

Annex B – Distribution List

NATO Delegations:

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

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