

REQUEST FOR INFORMATION

Managed Services The Hague

NCI Agency Reference: RFI-06709

This RFI seeks information from qualified vendors regarding maintenance, upgrades and changes on different security systems at the NCIA compound in The Hague.

NCI Agency Point of Contact:

Senior Contracting Assistant: Esteban Diaz

E-mail: Esteban.Diaz@ncia.nato.int

To: Distribution List (Annex A)

Subject: NCI Agency Request for Information Managed Services The Hague

1. NCI Agency requests the assistance of the Nations and their Industry to identify a commercially available solution that can meet or exceed NATO requirements regarding maintenance, upgrades and changes on different security systems at the NCIA compound in The Hague.
2. A summary of the requirements is set forth in the Annex B attached hereto. Respondents are requested to reply to the required information at Annex C. Other supporting information and documentation (technical data sheets, descriptions of existing installations, etc.) are also desired.
3. The NCI Agency reference for this Request for Information is **RFI-06709** and all correspondence and submissions concerning this matter should reference this number.

4. Respondents are invited to carefully review the requirements in Annex B.
5. Responses shall in all cases include the name of the firm, telephone number, e-mail address, designated Point of Contact, and a NATO UNCLASSIFIED description of the capability available and its functionalities. This shall include any restrictions (e.g. export controls) for direct procurement of the various capabilities by NCI Agency. Non-binding pricing information is also requested as called out in Annex C.
6. Responses are due back to NCI Agency no later than **12:00 Brussels time on 07 May 2025**.
7. Clarification requests can be submitted no later than 10 calendar days prior the Request for Information closing date.
8. Please send all responses via email to the following NCI Agency Point of Contact:
For the attention of: Mr Esteban Diaz at Esteban.Diaz@ncia.nato.int
9. NCI Agency reserves the right to request for a service demonstration to selected suppliers. However, the NCI Agency may seek additional clarification from respondents.
10. Respondents are requested to await further instructions after their submissions and are requested not to contact directly any NCI Agency staff other than the POC identified above in Paragraph 8.
11. Any response to this request shall be provided on a voluntary basis. Not responding will not prejudice or cause the exclusion of companies from any future procurement that may arise from this Request for Information.
12. Responses to this Request for Information, and any information provided within the context of this survey, including but not limited to pricing, quantities, capabilities, functionalities and requirements will be considered as information only and will not be construed as binding on NATO for any future acquisition.
13. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this Request for Information and this shall not be regarded as a commitment of any kind concerning future procurement of the items described.
14. Your assistance in this Request for Information is greatly appreciated.

FOR THE CHIEF OF ACQUISITION:

Esteban Diaz
Senior Contracting Assistant

Enclosures:

Annex A (Distribution List)

Annex B (Request for Information – Scope and Requirements)

Annex C (Request for Information – Questionnaire / Information requested)

NATO Communication and Information Agency
Boulevard Leopold III
110 Brussels
Belgium
www.ncia.nato.int

ANNEX A

**Distribution List for Request for Information
RFI-06709**

All NATO Delegations (Attn: Investment Adviser)

NATO Members Embassies in Brussels (Attn: Commercial Attaché)

NCI Agency – All NATEXs

NCI Agency – (reserved)

ANNEX B

Scope and Requirements

1 Information

1.1 Purpose of the RFI:

This RFI seeks information from qualified vendors regarding maintenance, upgrades and changes on different security systems at the NCIA compound in The Hague.

- The Electronic Security Systems (ESS),
- The different fire detection systems
- The compound access devices
- The fire extinguishing systems (Sprinkler system not included)
- Other building maintenance services

The result of the RFI will accommodate the user with :

- Clarification of Supplier Capabilities
- Refining certain requirements
- Identifying Potential Vendors
- Understanding a workable cost Structures and pricing Models
- To evaluate certain Risk and Feasibility

This Annex B is intended to be the basis of a future solicitation.

1.2 Objective of the contract:

1.2.1 Performance objectives :

- The contract should be addressed as a 1 Base year plus 9 optional years agreement (with yearly renewals) for the maintenance of the entire ESS system, fire detection system, and fire extinguishing system, excluding the sprinkler system and preferable to include extra building maintenance service
- Additionally, the contract will include the option to expand or modify the systems as needed over the years. Pricing for any expansions or changes will be based on open book accounting, ensuring transparency and fair cost estimation for any adjustments to the scope of work. The intention is that for these works the contractor is fully responsible for the planning, project management, third parties involvements, health and safety measures and all other requirements;
- The contract should ensure full ownership on the maintenance activities and installations, including :
 - Keeping full documentation on changes and interventions (logbook and as build drawing updates)
 - Onsite spare parts storage and obsolete management documentation

- Platinum/enterprise agreements with the suppliers of hard/software (Lenel)
- Quick reaction contracts with suppliers for (rental) material (tools, special equipment as cherry pickers,...)
- Providing internal and external audits to assure full contractual compliance and customer's satisfaction
- KPI management and documentation

1.2.2 Quality objectives:

- The highest level of system reliability through the implementation of a robust and proactive maintenance approach. Our goal is to maintain optimal performance across all systems by focusing on, preventive maintenance, timely repairs, and consistent monitoring, ensuring minimal downtime and maximum operational efficiency.
- Improvements in project management and activity coordination by consolidating key maintenance activities with a single service provider. This consolidation shall allow for better integration, streamlined communication, and more efficient project execution. Additionally, by leveraging economies of scale, we aim to achieve cost reductions while enhancing the quality and timeliness of service delivery.
- Dedicated interaction between the user's facilities management team and the chosen service provider, ensuring that we have direct and continuous communication channels. This will facilitate quick problem-solving and foster a strong partnership for long-term success.
- Reduced back-office costs, as a result of a more centralized approach, will help us optimize resources and minimize administrative overhead. By focusing on a single provider, we can eliminate redundancies and simplify processes, allowing for greater focus on core activities and strategic objectives.

1.3 Scope of the RFI:

- During the RFI procedure, vendors will be invited for an onsite visit to gain comprehensive insight into the systems within the scope, security measures, and other practicalities. Information through technical designs and pictures will be provided during the visit. Vendors will have the opportunity to ask relevant questions, allowing them to better assess the scope of the requirements and align their solutions with our needs.
- The Request for Information (RFI) will be directed to a large range of potential bidders, posing questions that will help the user evaluate the availability and suitability of the required competencies and services. This will provide valuable information to assess the vendors' ability to meet the envisioned needs and expectations.
- As a result of this RFI, the subsequent Statement of Work (SOW) should incorporate a fully comprehensive and feasible scope of requirements. This will ensure that all necessary tasks, deliverables, and expectations are clearly defined and achievable, setting a solid foundation for successful project execution.

2 General information on the scope:

2.1 The NCI Agency location specifications

2.1.1 The User's main location

The NCI Agency TH compound is situated at the Oude Waalsdorperweg 61 – 2597 AK The Hague. The site of this building is easily reachable from the Dutch A4 highway and secondary roads leading to the premises.

The premises are situated close to the sea, a sand and salty environment. Hence, the contractor shall choose a salt-environment-resisting material in case the materials have an outside exposure. NCI Agency has its main location in one united building that is composed out of a new building extension and a building renovated part as well as a separate building that will host a car parking facility utilities building and a guards house at the compound main entrance;

2.1.1.1 *History of the buildings*

The main building as a whole is composed by 2 building parts, an original part build out of a concrete structure, built in the early 60ties which had initially 3 floors, a full basement level (level 1) and had 3 full office floors, the new part is united and build as new in front of the existing building.

- The ESS systems were entirely renewed in different phases during the last 4 years by the Dutch Host Nation and their sub-contractor.
- The fire safety systems were new installed between 2017 and 2021 and are all centrally managed.

2.1.1.2 *Building zones*

The building is split up in 3 different security zones: 1/ class 1; class 2 and 3/ admin zone. Class 1 and class 2 zones can only be accessed by an individual in the possession of a valid NATO Secret security clearance.

2.1.2 The Staelduinen location

This “antenna site” is located in de area of Hoek Van Holland, official address is Bonnenlaan 1 (coordinates 51.9691009,4.1795121), the site represents a shed where the operations are going on and a site where antenna masts are located. The access for this location shall be coordinated with NCI Agency Building and Facilities team at least 14 days in advance the planned maintenance activity. The staelduinen site has a minimum of electronic security systems and is a standalone system :

- A remote dial in intrusion detection system with Sim Card
- A CCTV system, images are beamed up to the main site
- Other hardware
- There is a legacy fire detection system that is subject for replacement

2.1.3 The Set 2 location

The Set 2 is 1.5km away from the Agency's main building and it is accessible by a private route. The coordinates are 52.1135279,4.3155283. The buildings are composed by a radar installation housing “radome” that was mounted on a bunker installation of the 2nd WW and there are some additional later installed “light” buildings.

The site is connected to the ESS main system and has the following assets :

- CCTV PTZ and fixed camera's
- Other hardware
- There is no fire detection system

2.2 Remote connections interdiction :

All interventions shall be onsite, no remote connectivity of any system is allowed.

3 Procurement approach

3.1 Lowest bid and Technical compliant

Only the lowest bidding price quotation which is technical compliant will become the contract awarding

3.2 Technical compliance

The contractors are requested to comply with the following items

3.2.1 Presence during the site visit

NCIA is requesting the presence of the contractor during a mandatory site visit on the 15th of APR 2025, 09:30 The Hague time.

**Location: NCIA The Hague
Oude Waalsdorperweg 61
2597 AK Den Haag**

Mandatory information to be provided for getting access to the site visit:

- Name;
- Company name;
- Company location;
- Given names;
- Date of birth;
- ID number (optional);
- Nationality, must be from a NATO country

Only a valid PASSPORT or ID card, stating the Nationality of the individual will be accepted to enter our premises. Please note that a driving license is not accepted!

Please provide this information NLT 09 APR 17:30 to the emails below:

Esteban.diaz@nr.ncia.nato.int

Filip.Tondeurs@nr.ncia.nato.int

3.2.2 Company's organigram

The company will provide a full organigram with all back office as well as the important contract stakeholders;

3.2.3 Company's certification on system integration

As a Lenel/Honeywell certified partner
Siemens Fire alarm installations

3.2.4 Providing proof of the required resources

- a) Service Delivery Manager
- b) System engineers
- c) Technicians
- d) Project managers

3.2.5 Compliance with the internal audit plan

The contractor will implement an internal audit plan designed to oversee all services provided, ensuring that they meet the required standards and specifications. This plan will also include mechanisms for identifying any discrepancies or issues, allowing for prompt corrective actions to maintain the quality and effectiveness of the services throughout the project.

3.2.6 Compliance with following SOW references

The contractor will make a resume and will state and document that he is compliant with the following, the details of these requirements will be described in the SOW :

- Compliance with the mentioned key performance indicators
- Compliance with the Conduct of employees
- Compliance with the Training requirements
- Compliance on the requirements of the Sub-contractors
- Compliance with the mandatory documents
- Compliance on the Certifications
- Compliance on the Key contractor personnel
- Compliance on the Announcement procedure of interventions
- Compliance on the Security requirements
- Compliance with the Health and safety
- Compliance with the Planning
- Compliance with the Reporting

3.2.7 Experience and past performance

The company will provide minimum 3 references of identical experiences

4 **Details of the installation :**

4.1 **ESS system**

4.1.1 Servers

- LNL3300 / LNL1300 / LNL1320

4.1.2 IT devices 1 (servers and switches – core installation)

- Milestone recorder : 3 recorders
- Video analytics integration

4.1.3 IT devices 2 (desktop user installations and operation centre's devices)

- Screens (#15) , keyboards, mouse, selection panel, ...
- Desktop computers :
- Printer

4.1.4 Intrusion Detection systems

- Intrusion detection system components (Interior building)
- Intrusion detection system components (Fence)
- Laser beam curtain : 12 Redscan

4.1.5 CCTV system

- CCTV system : 147 Cameras
- Fix camera system : 108 pieces
- PTZ camera system : 21 pieces
- Integrated in intercom : 6 pieces
- Integrated in redscan : 12 pieces

4.1.6 Access control system

- Access control system – 92 badge readers

4.1.7 Remote control of the access devices

- Remote control systems of the access devices
- Interconnection of the ESS system with third devices, gates, doors, ...

4.1.8 Dorma Kaba hotel locks

- Integration of the Dorma Kaba hotel-key system in the Lenel system

4.2 Public address system

- Outside Public Address (PA) system / Intercom system : 109 pieces in total
- Inside Public Address (PA) system: 670 speakers

4.3 Fire detection system main building components :

4.3.1 Fire detection panel

- 1x Siemens FC724-ZE
- 1x Siemens FC726-ZA
- 1x Siemens FC722-ZZ
- 1x Siemens FT724-ZZ
- 2 Geographical panels

4.3.2 Evacuation panel

- 1 x Evaq 1256-6
- 1 x Evaq 1256-4
- 1 x Evaq 1251-4
- 1 x Evaq 3216-8

4.3.3 Smoke detectors

- 465 optical detectors
- 27 Multi sensors
- 7 Thermal sensors
- 6 linear detectors

4.4 Fire detection system (Aspiration system) labs and Datacenter

- 22 x FDA-221
- 2 x FDA-241
- 2 x Wagner TP-1/a

4.5 Fire extinguishing**4.5.1 Fire suppression system Datacenter**

- 1 x Schrack seconet intergral ip
- 2 x Securiton xlm35 aspiration
- 4 x Vesda-E aspiration38 x gas cylinder
- 1 pilot cylinder

4.5.2 Fire Extinguishers

- 55x CO2 extinguishers
- 80x Foam extinguishers
- 43x Fire hose reels

4.6 Exterior compound protections

- 4 hydraulic roadblocks
- 4 barriers with integrated led lights
- 3 Heras Sliding gates

5 Security requirements**5.1 Security requirements**

The Contractor shall comply with all security measures as are prescribed by the Purchaser and the national security authority or designated security agency of each of the NATO countries in which the Contract is being performed. The Contractor shall be responsible for the safeguarding of classified information, documentation, material and equipment entrusted to him or generated by him in connection with the performance of the Contract.

5.1.1 In particular the Contractor undertakes to:

- Appoint an official responsible for supervising and directing security measures in relation to the Contract and communicating details of such measures to the Purchaser on request;
- Maintain, preferably through the official responsible for security measures, a continuing relationship with the national security authority or designated security agency charged with ensuring that all NATO classified information involved in the Contract is properly safeguarded;
- Abstain from copying by any means, without the authorisation of the Purchaser, the national security authority or designated security agency, any classified documents, plans, photographs or other classified material entrusted to him;
- Furnish, on request, information to the national security authority or designated security agency pertaining to all persons who will be required to have access to NATO classified information;
- Maintain at the work site a current record of his employees at the site who have been cleared for access to NATO classified information. The record should show the date of issue, the date of expiration and the level of clearance;
- Deny access to NATO classified information to any person other than those persons authorised to

- have such access by the national security authority or designated security agency;
- Limit the dissemination of NATO classified information to the smallest number of persons (“need to know basis”) as is consistent with the proper execution of the Contract;
- Comply with any request from the national security authority or designated security agency that persons entrusted with NATO classified information sign a statement undertaking to safeguard that information and signifying their understanding both of their obligations under national legislation affecting the safeguarding of classified information, and of their comparable obligations under the laws of the other NATO nations in which they may have access to classified information;
- Report to the national security authority or designated security agency any breaches, suspected breaches of security, suspected sabotage, or other matters of security significance which would include any changes that may occur in the ownership, control or management of the facility or any changes that affect the security arrangements and security status of the facility and to make such other reports as may be required by the national security authority or designated security agency, e.g. reports on the holdings of NATO classified material;
- Apply to the Purchaser for approval before Sub-contracting any part of the work, if the Sub-contract would involve that the Sub-contractor would have access to NATO classified information, and to place the Sub-contractor under appropriate security obligations no less stringent than those applied to his own contract;
- Undertake not to utilise, other than for the specific purpose of the Contract, without the prior written permission of the Purchaser or his authorised representative, any NATO classified information furnished to him, including all reproductions thereof in connection with the Contract, and to return all NATO classified information referred to above as well as that developed in connection with the Contract, unless such information has been destroyed, or its retention has been duly authorised with the approval of the Purchaser. Such NATO classified information will be returned at such time as the Purchaser or his authorised representative may direct;
- Classify any produced document with the highest classification of the NATO classified information disclosed in that document.

5.1.2 Local specific security regulations:

- The security classification of this Contract is “NATO UNCLASSIFIED”.
- Contractor and /or Subcontractor personnel employed under this Contract will require access to locations, such as sites and headquarters, where classified material and information up to and including “NATO SECRET” are handled and shall be required to have a NATO security clearance up to this level.
- All NATO classified material entrusted to the Contractor under the Prospective Contract shall be handled and safeguarded in accordance with applicable security regulations. The Contractor shall be required to possess a facility clearance of “NATO SECRET” for those sites in which he intends to handle and store NATO classified material in the conduct of work under the prospective Contract.
- In the performance of all works under this Contract it shall be the Contractor’s responsibility to ascertain and comply with all applicable NATO and National security regulations as implemented by the Purchaser and by the local authorities.
- It shall be the Contractor’s responsibility to obtain the appropriate personnel and facility clearances to the levels stated in the preceding paragraphs and to have such clearances confirmed to the Purchaser by the relevant National security authority for the duration of the Contract in its entirety.
- Failure to obtain or maintain the required level of security for Contractor personnel and facilities for the period of performance of this Contract shall not be grounds for any delay in the scheduled performance of this Contract and may be grounds for termination of the Contract General Provisions from the side of the purchaser;
- The Contractor shall note that there are restrictions regarding the carriage and use of electronic device (e.g. laptops) in Purchaser secured locations. The Contractor shall be responsible for satisfying and obtaining from the appropriate site authorities the necessary clearance to bring any such equipment into the facility.

5.1.3 Release of information

- Except as otherwise specified elsewhere in the Contract and to the extent that it is demonstratively unavoidable and without prejudice, the Contractor and/or his employees shall not, without prior authorisation from the Purchaser, release to third parties any information pertaining to this Contract, its subject matter, performance there under or any other aspect thereof.
- The Contractor shall seek the prior written approval of the Purchaser before publishing any press release or disclosing any other information, orally or in writing, in relation to the Contract. The approval of the Purchaser shall be required for both the opportunity and the content of the information.
- This provision shall remain in effect after the termination of the Contract and shall cease to apply to any particular piece of information once that information becomes public knowledge other than through an act, default or omission of the Contractor or its Sub-contractor.

ANNEX C

Questionnaire / Information requested

Company name:

Contact name & details (phone number and email address):

Please **DO NOT** enter any company marketing or sales material as part of your answers within this Request for Information. But please submit such material as enclosures with the appropriate references within your replies.

Please **DO** try and answer the relevant information requested as comprehensively as possible. All points within this document should be answered in conjunction with the summary of requirements in Annex B.

Cost details required in the questions refer to Rough Order of Magnitude (ROM) Procurement & Life Cycle cost, including all assumptions the estimate is based.

1 Questions :

1.1 Scope of the services

1.1.1 Is your company able to deliver the entire scope whether on your own or with Partner/ Subs?

Initially, we would like to assess whether your company can meet the full scope of services outlined. Please provide details on your inhouse/partners capability to handle the specified tasks and services, including any limitations or areas where your company might need additional support or resources.

1.1.2 Can your company provide extra maintenance services that the NCIA could benefit from Considering the size and type of the building, and acknowledging that the facilities team is outsourcing 95% of its activities, we are interested in understanding if your company can offer any additional services that could benefit the NCIAgency facilities management department. Please specify any supplementary maintenance related services you can provide that could enhance efficiency, improve operations, or add value to the facilities management strategy.

1.2 SLA response time

1.2.1 What is the possible SLA time to respond (TTR)

Please specify the maximum time it would take for your team to respond to a service request, from the moment the issue is reported. This should include acknowledgment of the request and any preliminary

actions taken to address the situation.

1.2.2 What is the possible SLA time to be onsite?

What is the maximum time it would take for your team to arrive onsite after the issue is reported? This should be based on the location and severity of the issue.

1.2.3 Time to Repair

Are you able to commit to a time for repairs if a maximum stock of spare parts is available on-site at the user's location? This would help ensure a quicker resolution time and minimal disruption to operations.

1.2.4 Other KPI

To which other KPI's could your company commit :

1.3 Inhouse / Outsourced services

1.3.1 What are the different services related to the scope that you could perform by your own?

1.3.2 What are the different services that you would outsource to sub-contractors?

1.4 Security clearances

Is your company in the possession of a FSC (Facility Security Clearance)

Are there members of your company that are in the possession of a PSC (Personal security Clearance)

1.5 What key recommendations should the user incorporate into their Statement of Work to ensure optimal system reliability

1.6 Please provide a ROM price quotation per post using best industries practices,

1.7 What would be the potential contract minimum duration (Base contract) that would make this request attractive for your company?