



**NATO COMMUNICATION & INFORMATION SYSTEMS
GROUP**

B-7010 SHAPE, BELGIUM



NCISG J8 Acquisition and Outsourcing Branch

**REQUEST FOR INFORMATION (RFI)
SUBJECT: Subject Matter Expert for NCISG J3 Division
REF: RFI-NCISG-04-07-2017**

NATO CIS Group (NCISG) is issuing this Request for Information (RFI) announcement in order to obtain price ranges/Rough Order of Magnitude (ROM) and/or delivery conditions and/or availability of potential commercial providers and/or other market information and/or capabilities for budget, information or planning purposes. Upon the information collected, and subject of the budget availability, this HQ may issue a formal invitation for bidding, however without a guarantee of this to happen.

Vendors wishing to respond to this RFI should read this document carefully and follow the guidance for responding.

Summary information	
RFI Reference No	RFI-NCISG-04-07-2017
RFI Title	Call for interest for the Subject Matter Expert (SME) for NCISG J3 Division
Due date for submission of requested information	5 th October 2017
Contracting Office Address	NATO CIS Group, J8, Acquisition Management Branch, Box/Boitier 27/A, 7010 SHAPE, Belgium
Contracting Point of Contact (POC)	NCISG J8 A&OB. e-mail: NCISGJ8@ncisg.nato.int
Technical POC/COTR	Not available at this stage
Eventual contract period	132 man days

1 Description

NATO CIS Group Headquarters (NCISG HQ) is issuing this Request for Information (RFI) announcement in order to determine the availability of Contractor's SME support for NCISG J3 Division.

This RFI DOES NOT constitute a commitment to issue an order.

Respondents are advised that HQ NCISG will not pay for any information or administrative costs incurred in responding to this RFI. The costs for responding to this RFI shall be borne solely by the responding party.

Not responding to this RFI does not preclude participation in any subsequent RFP/RFI if issued in the future.

1 Aim of the RFI

The aim of the RFI is to obtain price ranges/Rough Order of Magnitude (ROM) and/or delivery conditions and/or availability of potential commercial providers and/or other market information and/or capabilities for budget, information or planning purposes.

2 Expected Input from the Industry

A response to the RFI is expected to contain the following:

- 2.1 Details of the company (country, town, postal code, street, VAT registration number, DUNS Number)
- 2.2 A statement/declaration that the company is able to provide the expertise and deliverables described in this RFI.
- 2.3 An estimate of the cost for the required number of man days (estimated to 132 man days, understood as working days as per below provided details)

3 Instruction for submission of the responses

A response is to be forwarded to the e-mail address: NCISGJ8@ncisg.nato.int as an electronic message (see the template proposed at the end of this RFI), from the company's formal e-mail address and signed by/on behalf of the authorized staff, by 30th September 2017 1600 CET.

4 Details of the RFI

4.1 Terms

NCISG—NATO Communication and Information Systems Group

4.2 Introduction

The NATO CIS Group is the largest organization within NATO Command Structure and provides all NATO deployable CIS capabilities during operations and exercises.

4.3 Scope of Services required and Deliverables

4.3.1 Services Required

Important note: The Contractor's status shall be that of an independent Contractor and it is expressly understood that the Contractor (and its personnel) shall not be considered in any respect as being employees,

servants or agents of NATO.

The Contractor' personnel shall apply best efforts towards accomplishing the contracted tasks/services/deliverables.

List of Contractor's Tasks:

4.3.1.1 Supporting Control of Resources

- 4.3.1.1.1 contribute to the management and control of NATO CIS Group's resources to satisfy the current and near term missions and task needs
- 4.3.1.1.2 maintain an overview and provide NCISG J3 expertise for the status of NCISG equipment, particularly Deployable Points of Presence (DPoPs) and Deployable Satellite Ground Terminals (DSGTs)

4.3.1.2 Supporting the Internal and External Coordination

- 4.3.1.2.1 contribute to the co-ordination of current Communication and Information Systems (CIS) Operations and exercises NATO CIS GROUP wide
- 4.3.1.2.2 coordinate a support between J3 Plans Branch and J3 Ops Branch
- 4.3.1.2.3 contribute to the development and implementation of directives, procedures, Terms of Reference (TORs) and Operation Instructions (OI)
- 4.3.1.2.4 contribute to the development of the NATO CIS GROUP Concept of Operation (CONOPS), business processes and procedures
- 4.3.1.2.5 co-ordinate service management aspects of running operations and exercises with external entities including the NCI Agency and nations.

4.3.1.3 Supporting the Exercises

- 4.3.1.3.1 maintain an overview and provide NCISG J3 expertise for all NCISG supported exercises current during the contract period

4.3.1.4 Supporting CIS performance, maintenance and development

- 4.3.1.4.1 contribute to the design of future CIS solutions
- 4.3.1.4.2 track external activities, as needed, to restore or improve CIS performances
- 4.3.1.4.3 work with the (NATO Communications and Information Agency) NCI Agency for timely provisioning of the required system support, training, maintenance and security
- 4.3.1.4.4 contribute to the development of Deployable CIS (DCIS) support options for operations
- 4.3.1.4.5 analyze end user requirements related to CIS Services
- 4.3.1.4.6 analyze end user requirements related to Functional Area Services (FAS)
- 4.3.1.4.7 undertake trend analysis
- 4.3.1.4.8 analyze and execute the direction from the Branch Head

4.3.2 List of Contractor's Deliverables

- 4.3.2.1** A Monthly Execution Report presented to the COTR for his approval
- 4.3.2.2** A Final Report outlining the specific requirements of CIS End Users and providing detailed information (to include a statistical analysis) of the effectiveness of the methodology used by NCISG to meet the user requirements.
- 4.3.2.3** A Final Report outlining the current effectiveness of the NCISG provision of Deployable Functional Area Services (DFAS) with, where appropriate, recommendations for improvement.

Both final reports are to be delivered within the last month of the contract period not later than before starting 125th man day, but the progress on the reports and drafts of the reports' paragraphs are to be presented to NCISG J3 Plans and Ops Branches Chiefs starting from 75th man day.

4.3.3 Background, Work Site Information, Environment and other requirements

NCISG HQ is located in Casteau, Belgium. The work will be conducted mostly at this location. The working location will be performed both within a typical Secure Facility / and various CIS Facilities and field site environments where Slightly Undesirable Conditions may apply.

4.3.3.1 Security Clearance

The Contractor's personnel assigned for the performance of the contracted services shall possess and submit a valid proof of a nationally issued and NATO acceptable security clearance to the minimum level of NATO SECRET.

4.3.3.2 Service availability through Contractor's personnel

Support shall be provided from Monday to Thursday from 0830 till 1730 and on Friday from 0830 till 1530.

4.3.3.3 Deployment to a NATO Theatre of Operations

Deployment to a NATO theatre of operations may be required for short periods. NATO applicable regulations for the deployment will be referred to in the event deployment would be required. It is expected that the deployments would sum up to the total of maximum 5 man days of the requested 132 man days. NATO will provide insurance, transportation, accommodation and food in the place of deployment in accordance with the applicable NATO travel regulations.

4.3.3.4 Participation in NATO Military Exercises.

Travel to a NATO military exercise site may be required. NATO applicable regulations for travel will be referred to in the event the travel would be required. It is expected that the travels would sum up to the total of maximum 10 man days of the requested 132. NATO will provide insurance, transportation, accommodation and food in the place of exercises in accordance with the applicable NATO travel regulations.

4.3.3.5 Other travels.

Travel to other NATO sites – Headquarters of NATO Military Command Structure may be required. NATO applicable regulations for travel will be referred to in the event the travel would be required. It is expected that such travels would sum up to the total of maximum 15 man days of the requested 132. NATO will provide insurance, transportation, accommodation and food in the place of travels in accordance with the applicable NATO travel regulations.

4.3.3.6 Contractor's personnel Language skills

English: Listening, speaking, reading and writing shall be at a NATO level of English 3333.

The work both oral and written in the post and in the Headquarter as a whole is conducted mainly in English.

4.3.3.7 Required Expertise

Contractor's personnel assigned for the performance of the contracted services shall be in possession of the following:

4.3.3.7.1 Essential Qualifications

4.3.3.7.1.1 Professional/Experience

Previous NATO IT or CIS experience

4.3.3.7.1.2 Education

Either a university graduate or a Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience.

4.3.3.7.1.3 Desirable Qualifications

PRINCE2 Practitioner, ITIL Practitioner

4.3.3.8 Physical Security/Safety Requirements

Contractor's personnel will be briefed on the approved site physical security, safety regulations and emergency services upon arrival. Access passes will be provided subject to Host Nation/Base regulations.

4.3.3.9 Direction and Evaluation

Contractor's personnel would be expected to establish his/her own daily routine based on a self-assessment of defined requirements and priorities. The designated Contracting Officer Technical Representative (COTR) may provide additional guidance as required or requested and may provide prioritization of work. The designated COTR will review and assess contract performance.

4.3.3.9.1 Quality Assurance

A formal monthly meeting between the Contractor's representative and the COTR may be scheduled in order to evaluate performance. Contractor's personnel assigned for the performance of the contracted services may also be required to attend the meeting(s).

4.3.3.9.2 Recognized Holidays

The NCISG HQ follows the SHAPE official holiday schedule, a copy of which will be provided. The Contractor's personnel is not required to provide the services during the holidays.

4.3.3.9.3 NCISG Furnished property and services

All computer/network related equipment and other office equipment will be provided.

Template of the message responding to this RFI

Date: latest by 5th October 2017 1600 CET

To NCISGJ8@ncisg.nato.int

From:.....

A response to the RFI ref NCISHG RFI-NCISG-04-07-2017

Details of the company:

Name:

Country:

Town:

Postal code:

Street:

VAT registration number:

DUNS Number:

We hereby declare we are able to provide the personnel with the required skills and experience to provide the expertise and deliverables described in the NCISG RFI ref RFI-NCISG-04-07-2017.

We can provide the required SME to perform the services and provide the deliverables as requested by this NCISG RFI ref RFI-NCISG-04-07-2017 for the period of 132 man days for the amount of(currency)