



SCIENCE AND TECHNOLOGY ORGANIZATION

COLLABORATION SUPPORT OFFICE

BP 25 - F-92201 Neuilly-sur-Seine Cedex - France
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01 February 2019

CSO(FIN)2019-001

CALL FOR BID - CSO(FIN)2019-001

CSO CONTRACT FOR CIS SUPPORT TECHNICIAN

1. The Collaboration Support Office (CSO) is looking for a company to provide a CIS Support Technician from 01 April 2019 until 31 December 2019.
2. Bids must comply with the Call for bid process conditions, the Contract Administrative Terms and Conditions, Technical Specifications and Confidentiality Clause ANNEX 1, 1.A, 2 and 4.
3. The **closing date** for the bid is **Friday 22 February at 17:00 h.**
4. The contract is expected to start on 01 April 2019.
5. The bids should be addressed to:

CSO
Purchasing & Contracting Officer
7, rue Ancelle
92201 Neuilly sur Seine Cedex
France

Signed

For the Director, CSO
Björn SCHÖTTLER
CSO, Head of Finance

Point of Contact:
CSO P&C Officer
Mrs. Sophie ANSIEAU
finance@csso.nato.int

Annexes:

- 1 - Contract Administrative Terms and Conditions
- 1.A - Call for Bid Process Conditions
- 2 - Technical Specifications
- 3 - Price Proposal
- 4 - Confidentiality clause

Copy to: CSO BUDFIN, CSO IMSB

Action Officer: CSO P&C



ANNEX 1

- CONTRACT ADMINISTRATIVE TERMS AND CONDITIONS -

TO CONTRACT

CIS SUPPORT TECHNICIAN

CSO(FIN)2019-001

1. **SCOPE OF THE CONTRACT**

The scope of this Contract is to provide a CIS support technician with the necessary skill sets to share the responsibilities with the current CSO hardware technician.

2. **PARTIES OF THE CONTRACT**

In the following contract administrative terms and conditions, the successful bidder will be defined as “the Contractor” and the Collaboration Support Office as “the CSO”.

3. **PARTS OF THE CONTRACT**

The following documents form part of the contract:

- Annex 1 - Contract administrative terms and conditions
- Annex 2 – Technical Specifications
- Annex 3 - Price Proposal
- Annex 4 - Confidentiality Clause

4. **DELIVERABLES**

The Contractor is responsible to provide the services stipulated in the Technical Specifications and conditions.

Provision of the entire set of services will be carried out at the CSO premises in Neuilly-sur-Seine, France, under the supervision of the Section Head (CIS Support).

The Contractor acknowledges that any work carried out outside or beyond the scope of the requested level of service as stated in the Annexes without prior authorization by the CSO Purchasing & Contracting (P&C) Officer or Head of Finance (HOF), will be considered to have been made at the supplier’s own expense.

5. **VALIDITY OF THE CONTRACT**

The validity of the contract is contingent on the signature by the CSO HOF and by the CSO P&C Officer, on behalf of NATO, and by the appointed representative of the company.

Throughout the duration of this contract, the HOF and the P&C Officer will represent NATO with the company. The company must address all requests and/or correspondence in relation to this contract to this address:

Collaboration Support Office
Purchasing and Contracting Office
BP 25
F-92201 Neuilly sur Seine cedex
e-mail : finance@cs0.nato.int

Any modifications relating to the services provided or to any other aspect of the present contract must be authorised by the above-mentioned authorities.

6. CONTRACT - DURATION & CANCELLATION

6.1 Duration of the contract period

The contract is scheduled to start on 01 April 2019 until 31 December 2019.

6.2 Cancellation of the contract

Either party has the right to terminate the contract by giving at least 30 days' notice in writing to the other party.

Any breaches of the security regulations by the Contractor may result in immediate termination of this contract without indemnity.

7. SECURITY

The contractor must hold a NATO SECRET security clearance valid for at least one year.

The contractor must adhere to all relevant NATO Security Procedures.

8. PRICE, INVOICES AND PAYMENTS

8.1 Contract Price

The contract currency is EURO. The contract value is based on a fixed price daily rate per working day. The working week is defined from Monday to Friday with an eight (8) hour working day. CSO working hours are between 09:00 - 18:00.

The contractor shall assume responsibility and pay for all reasonable expenses necessary to effectively provide its Services under this Agreement.

This fixed price daily rate shall include all cost and charges for the Contractor such as insurance, social charges, taxes, per diem etc. The Contractor is responsible for related travel costs at the start and end of the contract.

The CSO insures only the 3rd party liability coverage when the contractor conducts his/her duties on the CSO premises.

8.2 Invoices

8.2.1 Invoices should be sent monthly either by email or by regular mail to:

Collaboration Support Office
Purchasing and Contracting Office
BP 25
F-92201 Neuilly sur Seine Cedex 01
e-mail: (finance@cs0.nato.int)

8.2.2 Invoices, exempt from VAT (except for invoices submitted by French organizations, host nation, which are to show amount excluding VAT and including VAT), are to

include the following information: purchase order number / agreement number, description of goods/services, sizes, quantities, prices, supplier VAT numbers and the appropriate VAT exemption statement, that is:

- Article IX and X of the Ottawa Agreement on the status of the North Atlantic Treaty Organisation, National Representatives and International Staff, dated 20 September 1951, complementing the North Atlantic Treaty signed in Washington D.C. on 4 April 1949,
- Directive 2006/112/EC-Article 15 and Directive 2008/11/EC-Article 13.

8.3 Payments

- 8.3.1 Payments are to be made within 30 calendar days.
- 8.3.2 The account number of the contractor, the name of the bank and its address must be clearly shown.
- 8.3.3 The Contractor acknowledges that the payment exclusively covers the services rendered and received in accordance with the stipulations of the contract and which are accepted as such in this contract, deemed to be implemented to NATO's satisfaction, and will consequently be adjusted.

9. COUNTRIES OF ORIGIN

The Company, including their personnel, must come from one of the NATO member countries, namely (in alphabetical order). ALBANIA, BELGIUM, BULGARIA, CANADA, CROATIA, CZECH REPUBLIC, DENMARK, ESTONIA, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MONTENEGRO, NETHERLANDS, NORWAY, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, TURKEY, UNITED KINGDOM and UNITED STATES.

10. ARBITRATION CLAUSE

- 10.1 In the event of a dispute, the parties shall attempt to settle their differences in an amicable manner; however, notwithstanding the foregoing, the parties agree to institute arbitration proceedings in the manner provided below.
- 10.2 The party instituting the arbitration proceedings shall advise the other party by registered letter, with official notice of delivery of his desire to have recourse to arbitration. Within a period of thirty days from the date of receipt of this letter, the parties shall jointly appoint an arbitrator. In the event of failure to appoint an arbitrator, the dispute or disputes shall be submitted to an Arbitration Tribunal consisting of three arbitrators, one being appointed by NATO, another by the other contracting party, and the third, who shall act as President of the Tribunal, by these two arbitrators. Should one of the parties fail to appoint an arbitrator during the fifteen days following the expiration of the first period of thirty days, or should the two arbitrators be unable to agree on the choice of the third member of the Arbitration Tribunal, within thirty days following the expiration of the said first period, the appointment shall be made, within twenty-one days, at the request of the party instituting the proceedings, by the Secretary General of

the Permanent Court of Arbitration at the Hague.

- 10.3 Regardless of the procedure concerning the appointment of this Arbitration Tribunal, the third arbitrator will have to be of a nationality different from the nationality of the other two members of the Tribunal.
- 10.4 Any arbitrator must be of the nationality of any one of the member states of NATO and shall be bound by the rules of security in force within NATO.
- 10.5 Any person appearing before the Arbitration Tribunal in the capacity of an expert witness shall, if he is of the nationality of one of the member states of NATO, be bound by the rules of security in force within NATO; if he is of another nationality, no NATO classified documents or information shall be communicated to him.
- 10.6 The Arbitration Tribunal will take its decisions by a majority vote. It shall decide whether it will meet and, unless it decides otherwise, shall follow the arbitration procedures of the International Chamber of Commerce in force at the date of the signature of the present contract. An arbitrator, who, for any reason whatever, ceases to act as an arbitrator, shall be replaced under the procedure laid down in paragraph 9.b above.
- 10.7 The awards of the arbitrator or of the Arbitration Tribunal shall be final and there will be no right of appeal or recourse of any kind. These awards shall determine the apportionment of the arbitration expenses.

11. USE OF NATO FOR REASONS OF REFERENCE

- 11.1 The use of the name of NATO or of any NATO body by the supplier for reasons of reference must be authorized, in writing, by the Organization, after written request from the supplier. If any reference is made without preliminary NATO approval, immediate withdrawal should be done on a simple request by NATO.
 - 11.2 Such authorization, to be granted, will be subject to the following conditions to be accepted, in writing, by the supplier:
 - 11.2.1 The authorization is limited to simply mentioning "NATO";
 - 11.2.2 Before permission to use its name for reasons of reference is given, the Organization requires final editorial approval of any material to which it refers and in which it is mentioned;
 - 11.2.3 The use of the NATO logo or that of any other NATO body is excluded;
 - 11.2.4 The Contractor agrees to the immediate elimination of any reference to NATO if required by the Organization by certified mail. This decision, when taken, must be considered as a firm one and will not be subject to any appeal. Nevertheless, the Organization will make sure that the supplier knows the reasons leading to that decision;
 - 11.2.5 Under no circumstance whatsoever, permission to use the NATO name for reasons of reference implies any kind of recommendation or reconnaissance of good services.
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Last Name, First name and title of the signatory (*)	Place and date of signature	Signature
Last name, First name of the CSO Head of Finance	Place and date of signature	Signature

(*) The signatory must possess the powers to make a commitment on behalf of the organisation that they represent.



ANNEX 1.A

- CALL FOR BID PROCESS CONDITIONS -

***TO
CONTRACT***

CIS SUPPORT TECHNICIAN

CSO(FIN)2019-001

1. GENERAL SPECIFICATIONS

- 1.1 The Head of Finance (HOF) of the Collaboration Support Office (CSO), North Atlantic Treaty Organization (NATO), is responsible for applying the bidding procedure to meet the requirements of the Organization.
- 1.2 Implementation of this procedure does not entail any obligation to award a contract. NATO may either decide not to let the contract or set the procedure in motion again, if necessary in a different form.
- 1.3 This call for bid may be altered or cancelled in whole or in part, before the closing date, in which case the bidders are informed in writing.
- 1.4 During the process of this IFIB, the CSO Head of Finance (HOF) and the CSO Purchasing & Contracting (P&C) Officer will represent NATO in relation with the Bidders. The Company shall formally direct all enquiries and/or correspondence relating to all aspects of this bid to the P&C Officer.

2. SCOPE

The scope of this Contract is to provide a CIS support technician with the necessary skill sets to share the responsibilities with the current CSO hardware technician.

3. BIDS – PROCEDURE & PREPARATION

3.1 Procedure

3.1.1 Request for clarification

Bidders may request clarifications regarding general contract or technical aspects in support of their bid preparation. Such request shall be made in writing via e-mail to the P&C Officer who will forward the request in an anonymous way by e-mail to all other interested bidders.

3.1.2 Request for extension

Potential Bidders may request the extension of the closing date for this IFIB by notifying - without delay - the P&C Officer in writing. The request may be forwarded via e-mail (pdf) and shall be duly justified. The P&C will acknowledge the receipt of the request for extension and then decide whether to grant an extension or not. In case of an extension, all bidders will be informed immediately.

3.2 Preparation

3.2.1 Bid Language

Bids for this contract must be provided in one of the official NATO languages, i.e., either English or French.

3.2.2 Bid currency

Bids shall be prepared in EURO and in accordance with the 'Summary Table' provided below and in ANNEX 3.

3.2.3 Content of the Bid

3.2.3.1 Bidders shall provide their bids by email (finance@cs0.nato.int) with 2 separate attachments.

- One attachment with the proposal of potential technicians ("Technicians Proposal"), which should include the following:
 - CVs of potential technicians.

The "Technicians Proposal" shall not contain any financial information.

As part of the evaluation of the potential technicians, the CSO reserves the right to interview the proposed candidates prior to contract award via VTC (e.g. Skype).

- One attachment with the financial proposal ("Financial Proposal"), which should include the following:
 - The financial proposal shall be made in EURO per potential technician as fixed-price daily rate (ANNEX 3) which includes all costs associated with the delivery of minimum level of service as specified in ANNEX 2. The financial proposals shall be valid for a period of 60 days.
 - The contract administrative terms and conditions, and the confidentiality clause signed and initialled.

3.3 **Closing Date**

The closing date for this CFB is on **Friday, 22 February 2019 at 17:00 h**.

3.4 **Contract Award**

The contract will be awarded on the basis of "Best Value" with the following weighing factors:

- Technical : 60%
- Price : 40%.

4. **VALIDITY**

The validity of the contract is contingent upon the signature by the Head of Finance, CSO and the CSO P&C Officer on behalf of NATO-CSO and by the appointed representative of the Company.

5. **SECURITY**

The qualified technician must hold a NATO SECRET security clearance valid for at least one year.

ANNEX 2

- TECHNICAL SPECIFICATIONS -

TO

CONTRACT

CIS SUPPORT TECHNICIAN

CSO(FIN)2019-001

1. POST CONTEXT

The mission of the NATO STO is to help position the Nations and NATO's S&T investments as a strategic enabler of the knowledge and technical advantage for the defence and security posture of NATO Nations and partner Nations.

As described in the STO Charter, the STO Collaboration Support Office (CSO) is one of the executive bodies of the STO. Within the framework of the STO Collaborative business model, the CSO provides executive and administrative support to the S&T activities conducted through the STO level 2 committees and level 3 working groups.

Under the authority of the Section Head (CIS Support), the incumbent carries out the duties of CIS hardware and software specialized technician. All his/her duties are performed under supervision but he/she must however be capable of acting autonomously in so far as routine tasks and problem-solving initiatives are concerned.

2. PRINCIPAL DUTIES

The Staff Assistant (CIS Hardware Technician) is responsible for:

- 2.1. Action of Hardware and Software updates and patches. Performing troubleshooting and repairs or contacting external contractors as necessary. Hardware includes Workstations, Tablets, Mobile Phones, Servers and network related CIS equipment (including wireless and mobile) in accordance with established contracts.
 - 2.2. Assisting with the implementation of specific software applications. The proposal of new solutions and improvements will be expected.
 - 2.3. Providing Helpdesk function for maintenance support and rectification of assigned Workstation Hardware and Software issues.
 - 2.4. Responding to user requests for assistance and taking appropriate action to solve or escalate problems.
 - 2.5. Conducting fault isolation analyses through the exercise of common diagnostic techniques, including the use of diagnostic software programs.
 - 2.6. Updating / installing Hardware and Software configuration of the network (LAN and Internet where appropriate), as well as the documentation concerning configuration management and change.
 - 2.7. Keeping an inventory of the CIS equipment and spares. This involves management of stock levels, acceptance of merchandise, checking conformity with the order, identifying the various elements and updating the inventory.
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2.8. Action of scheduled system and data back-ups. Back-up planning, programming, execution, verification and archiving.

2.9. Performing other functions as required.

3. QUALIFICATIONS

3.1. Essential qualifications

3.1.1. Professional / Experience

- Broad and sound experience of distributed information and telecommunications systems
- Sound technical knowledge of local area networks configuration.
- Service Desk and Incident Management: the receipt of problem reports and the coordination of appropriate and timely responses, including channelling requests for help to appropriate functions for resolution, monitoring progress and keeping users apprised of progress.
- Knowledge of computer hardware, operating systems and computer communications equipment.

3.1.2. Education / training

Higher secondary education and completed intermediate vocational training in computing coupled with a minimum of 5 years professional experience working in the field of information technology or telecommunications.

3.1.3. Security Clearance

NATO SECRET

3.1.4. Language

Fair knowledge of one of the two official NATO languages (SLP 2222) and elementary knowledge of the other (SLP 1111).

3.1.5. Standards Automated Data Processing Knowledge

Working knowledge of office word processing, spreadsheet, graphics presentations and database software.

3.2. Desirable qualifications

3.2.1. Professional / Experience

- 3.2.1.1. Experience in the implementation and support of complex IT security architectures.
- 3.2.1.2. Extensive experience with the installation, configuration and support of MS Exchange/Office 2016/Windows 10
- 3.2.1.3. Extensive experience with the installation, configuration and support of MS Windows Server 2012 R2 / 2016 in a networked environment.
- 3.2.1.4. Experience in deployment and use of:
 - Virtualization technologies (especially VmWare all versions)
 - Wireless & Fixed network technologies (Switches, Routers, ...)
 - Network security technologies (Firewall, LAN, wireless, Internet, mobile, ...)
 - Mechanisms of Active Directory 2012
 - SharePoint 2016
 - Voice over IP technologies
 - Backup Technologies, namely ArcServe and VRanger
 - Mobile Iron (MDM)
 - VTC products especially Polycom, Skype for Business
- 3.2.1.5. Demonstrated experience in deployment and use of:
 - Palo Alto Networks and Cisco all products, all versions
 - Antivirus products - Trend, Sophos
 - Vircom Anti-Spam
 - Endpoint Encryption
 - Network security technologies (LAN, wireless, Internet, mobile, ...)
 - Technology Audit internal and external security
 - Voice over IP technologies, including Session Border Controller (SBC)

3.2.2. Education / training

Recognized certifications in IT systems/software.

Last Name, First name and title of the signatory (*)	Place and date of signature	Signature
Last name, First name of the CSO Head of Finance	Place and date of signature	Signature

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ANNEX 3

- PRICE PROPOSAL -

TO

CONTRACT

CIS SUPPORT TECHNICIAM

CSO(FIN)2019-001

PRICE PROPOSAL

NAME OF TECHNICIAN	FIXED PRICE PER DAY IN EUR

Last Name, First name and title of the signatory (*)	Place and date of signature	Signature
Last name, First name of the CSO Head of Finance	Place and date of signature	Signature

(*) The signatory must possess the powers to make a commitment on behalf of the organisation that they represent.



ANNEX 4

- CONFIDENTIALITY CLAUSE -

TO

CONTRACT

CIS SUPPORT TECHNICIAN

CSO(FIN)2019-001

CONFIDENTIALITY CLAUSE

(To be enclosed to your offer)

I, representing a company consulted for the call for bids, **CSO(FIN)2019-001**, commit myself that no information, protected or not be communicated in any kind or form to other persons that those who would need to have knowledge of it within their professional activity in connection with this call for bids.

The contractor undertakes to observe the principles of professional secrecy and to treat as confidential all information acquired in the course of the assignment related to the CSO activities, organization, and staff. He/she undertakes not to divulge the said confidential information to any person or organization without the prior, express, authorization of the CSO. In any event, he will comply with this confidentiality clause until the CSO itself has communicated the said information to a third party.

Signed inon
(Place) (Date)

Signature:

Name and title:

Commercial seal of the company:

To :

CSO
Purchasing & Contracting Officer
BP 25
F-92 201 Neuilly-sur-Seine Cedex
France
finance@cs0.nato.int
