

**Notification of Intent to invite Bids**  
**“BMC Professional Services”**  
for  
**COO-SMC Services and Service Improvements**

**IFB-CO-115854-BMC**

Estimated Value: up to EUR 5.5M over 4 years

The NCI Agency is planning to issue an Invitation for Bids (IFB) for BMC Professional Services, with annual options to provide support for the following 4 years starting from 2023.

The contractor shall provide experienced personnel, specialized and qualified to work in the support of BMC Professional Services that may be used throughout NATO – at headquarters, commands, agencies and other NATO organisations.

The NCI Agency expects to issue the formal Invitation for Bid (IFB) in **April 2023** with an anticipated contract award in **the 3<sup>rd</sup> Quarter of 2023**

Please note this IFB will likely include a bid closing date approximately 45 days following the IFB.

**NCI Agency Point of Contact (POC):**  
**Ms. Tiziana Pezzi - Principal Contracting Officer**  
**CC: Mr. Catalin Nicolae – Action Officer**  
**E-mail: [IFB-CO-115854-BMC@ncia.nato.int](mailto:IFB-CO-115854-BMC@ncia.nato.int)**

Subject: Notification of Intent to Invite Bids for BMC Professional Services –  
**IFB-CO-115854-BMC**

References: A. Budget Committee Budget Procurement Guidance, document BC-D(2018)0004-FINAL dated 29 January 2018;  
B. NCIO Financial Rules and Procedures, document AC/337-D(2016)0014 dated 16 March 2016;  
C. C-M(2002)49 – NATO Security Policy

1. In accordance with Reference A, the NCI Agency, as the Host Nation, hereby gives notice of its intent to issue an Invitation for Bid (IFB) for BMC Professional Services.
2. A summary of the requirements of the Invitation for Bid is set forth in Annex A of this letter. The NCI Agency is refining the requirements and will include more details in the Invitation for Bid.
3. The NCI Agency reference for the Invitation for Bid is **IFB-CO-115854-BMC**, and all correspondence and submissions concerning this matter should reference this number.
4. For planning purposes, the period of performance of the contract is expected to be a base year plus three additional option years for an estimated total amount of up to 5.5M EUR.
5. The NCI Agency plans to issue the IFB in April 2023 with a bid closing date not later than June 2023. Contract Award is planned for the 3<sup>rd</sup> Quarter of 2023.
6. The procurement method envisaged is the Lowest Compliant Bid method, where the contract will be awarded to the Bidder offering the lowest price in full compliance with the requirements of the IFB.
7. It is planned to award a single contract for the entire scope of work and services. No partial bidding will be allowed. Award of the contract is planned to be made on a Firm Fixed Price Basis for the hourly rates and Not To Exceed Ceiling Price for the total amount of the contract.
8. Bidders will be required to declare a bid validity of six (6) months from closing date for receipt of bids.
9. Firms from all 30 NATO Member Nations may respond to the future solicitation once issued. Firms that wish to participate in this procurement must be nominated to the NCI Agency through their national delegation to NATO and such nomination must be accompanied by a “Declaration of Eligibility” (DoE) and certification of their security clearances executed by their national authorities. Requests for participation received directly from firms shall not be considered.

10. The closing date for additions/nominations to the Bidders List of qualified and certified firms which may be interested in receiving an Invitation for Bid for this Project is 24<sup>th</sup> of March 2023. The Declarations of Eligibility shall include the following information for each of the nominated firms: the NAME of the FIRM, the TELEPHONE and FAX NUMBERS, E-MAIL ADDRESS and POINT OF CONTACT. This information is critical to enable prompt and accurate communication with prospective bidders.

11. Please send all responses via email to the following NCI Agency Point of Contact:

To Attention of: Tiziana Pezzi - Principal Contracting Officer  
Cc: Catalin Nicolae – Action Officer

E-mail: [IFB-CO-115854-BMC@ncia.nato.int](mailto:IFB-CO-115854-BMC@ncia.nato.int)

12. Please note that requests for participation in this competition received directly from individual companies cannot be considered.

The participating National Authorities are advised that the IFB package will only contain “NATO UNCLASSIFIED” material. However, execution of the proposed contract will require unescorted access and work of contractor personnel at NATO Class II security areas and in accordance with reference C, personnel of the winning bidder will be required to hold individual security clearances of “NATO SECRET”. Only companies maintaining appropriate personnel clearances will be able to perform the resulting contract. Bidders are to note that contract award will not be delayed in order to allow Contractor personnel to obtain missing clearances

Your assistance in this procurement is greatly appreciated.

For The Chief of Acquisition:

Tiziana Pezzi  
Principal Contracting Officer



NCIA/ACQ/2023/6605

Enclosures:  
Annex B Summary of Requirements

**ANNEX B**  
**Summary of Requirements**  
**BMC Software Professional Services**

**1. Background**

- 1.1. NATO's requirements for BMC Professional Services for the implementation, configuration and operation of BMC software, cover different geographic regions within NATO, and a wide variety of technical projects and service operations.
- 1.2. The NCI Agency is seeking to issue a contract to a company that can provide experienced personnel, specialized and qualified in the provision of BMC professional services for implementation, configuration and operation of BMC software for a potential period of four (4) years.
- 1.3. The workforce who will be involved on-site professional services needs to have their working permits in the NCI Agency locations, which are Belgium and the Netherlands for the provision of the services given below.
- 1.4. The workforce who will be involved in the provision of the on-site and/or off-site professional services needs to have their valid NATO security clearances. These clearances and relevant information shall be communicated to the NCI Agency prior to the Award of the contract
- 1.5. Within the context of the potential contract, NATO's requirements for BMC Professional Services are in the following areas;
  - 1.5.1. BMC Remedy ITSM Suite tools
  - 1.5.2. BMC TrueSight Operations Management (TSOM with TSIM) tools
  - 1.5.3. BMC TrueSight Orchestration tools
  - 1.5.4. BMC TrueSight Vulnerability Management tools
  - 1.5.5. BMC professional services may be performed both onsite and offsite. Further details and distribution of work will be defined in the Bidding documents.
  - 1.5.6. BMC professional services may be provisioned on the software on premises versions. A part of the services may be performed on the cloud services
  - 1.5.7. A part of the BMC professional services may be required to be performed during extended hours such as 24/7 or on-call services. Distribution will be defined in the Bidding documents

**2. Schedule**

- 2.1. It is expected that a contract will be awarded in 3<sup>rd</sup> Quarter of 2023

2.2. The NCI Agency plans to award a contract for BMC software professional services for implementation, configuration and operation with support starting from 2023 to December 2024 and then followed by three additional one-year options for support of the BMC software.

**3. Scope**

3.1. The contract will procure workforce through a contractor to support the below services:

3.1.1. On site / off-site Implementation of BMC software tools described from 1.1 to 1.5 given in Table-1.

3.1.2. On site / Off-site Configuration of the BMC software tools described from 1.1 to 1.5 given in Table-1

3.1.3. On site/off-site Service Operation of BMC software tools described from 1.1 to 1.5 given in Table-1

3.2. To provide an expectation as to the scope of the requirements, the following table shows the types and volume of BMC software tools that will be active upon contract award. This is only an indicative forecast of the total man-hours the workforce will have to spend in providing the aforementioned services throughout the contract duration (4 years). The effort of the workforce will be measured and paid accordingly, depending on the number of hours invested into a specific task, however, the total amount paid by the Agency will not exceed the total amount of the contract.

The optional support will be extended one year at a time.

<p align="center"><b>Table-1</b> <b>SMC Requirements for BMC Professional Services</b></p>	<p align="center"><b>Total contractual man-hours quantity ( Up to)</b></p>
<p><b>1.1 BMC Remedy ITSM Suite (inc. Smart IT, DWP-A, Smart Reporting) (including Remedy Service Management Suite and BMC Digital Workplace Advanced)</b></p>	
<p>Implementation and Configuration</p>	<p align="center">6720</p>
<p>Service Operations-Work Hours</p>	<p align="center">13440</p>
<p>Exended Hours</p>	<p align="center">1920</p>
<p>On Call support</p>	<p align="center">1920</p>
<p><b>1.2 BMC Discovery Tools Suite</b></p>	
<p>Implementation and Configuration</p>	<p align="center">3360</p>

Service Operations-Work Hours	6720
Exended Hours	960
On Call support	960
<b>1.3 BMC TrueSight Operations Management (TSOM with TSIM) – (including Infrastructure Management Suite and Reporting Studio )</b>	
Implementation and Configuration	1680
Service Operations-Work Hours	3360
Exended Hours	480
On Call support	480
<b>1.4 BMC TrueSight Orchestration (including Content: Event Orchestration Pack and Content: Applications Adapters)</b>	
Implementation and Configuration	1680
Service Operations-Work Hours	3360
Exended Hours	480
On Call support	480
<b>1.5 BMC TrueSight Vulnerability Management</b>	
Implementation and Configuration	1680
Service Operations-Work Hours	3360
Exended Hours	480
On Call support	480