

NATO COMMUNICATION &
INFORMATION SYSTEMS
SERVICES AGENCY
B-7010 SHAPE-BELGIUM



AGENCE OTAN DE SERVICES DE
SYSTEMES D'INFORMATION ET DE
COMMUNICATION
B -7010 SHAPE- BELGIQUE

Telephone: +32 6544 5153
Fax: +32 6544 7892

e-mail: alfred.bernier@shape.nato.int

DATE: 26 August 2009.

SUBJECT: **IFIB-NCSA- NCHQ-09-07**
Invitation for International Bidding (IFIB)
for the provision of CIS Consultant services for ISAF in
Afghanistan, at ISAF, KAF, NCSA HQ 7010 in Belgium and
NCISS Latina in Italy

Dear Madam or Sir,

Your company is hereby invited to participate in the International Competitive Bidding for the provision of CIS consultant services in subject.

Partial bidding IS authorised.

The **Bid Closing date** for this IFIB shall be at 12.00 hours (noon, Belgian time) on **Wednesday 14 October 2009**. In accordance with agency procedures, the bid opening is not public. Enclosed are the following documents:

- a. Acknowledgement of Receipt
- b. The Invitation for Bid IFIB-NCSA- NCHQ-09-07 containing:
 - Part I Bidding Instructions
 - Part II Section A Special Provisions
 - Section B NCSA General Provisions for Consultant Services
 - Part III Section B - Statement of Work. (SOW)

You are requested to complete and return ACKNOWLEDGEMENT OF RECEIPT (at annex A) within 7 days of receipt of this Invitation For International Bid. Further correspondence will be mailed only to those firms that have returned this receipt and have indicated there on their intention to participate in the bidding.

Sincerely,

MARIO QUARTA
Contracting officer
NATO CIS Services Agency

(To be completed and returned, by facsimile, to NCSA within 7 days after receipt)

PLEASE COMPLETE CLEARLY – DO NOT USE COMPANY STAMP

TO: NATO COMMUNICATION & INFORMATION SYSTEMS
SERVICES AGENCY
PURCHASING AND CONTRACTING BRANCH

REFERENCE: Invitation for International Bidding (IFIB)
for the provision of CIS Consultant services for ISAF in
Afghanistan, at ISAF, KAF, NCSA HQ 7010 in Belgium
and NCISS Latina in Italy

SUBJECT: Acknowledgement of Receipt of Invitation For
International Bid

We hereby advise that we have received IFIB-NCSA- NCHQ-09-07 on (date).....with all enclosures.

CHECK :

- () As of this date and without commitment on our part, we do intend to participate in the bidding.
- () We do not intend to participate in the bidding.
- () Our company may be deleted from similar IFIB mailing lists.

NOTE: Only bidders indicating their intention to participate in the bidding will continue to receive all further correspondence related to this IFIB. Unless specified differently, it will be mailed to the above-mentioned address.

Date: Signature: Name and Title:

P A R T I**BIDDING INSTRUCTIONS****TABLE OF CONTENTS**

1.	GENERAL	2
2.	AMENDMENT OR CANCELLATION OF IFIB	2
3.	EXTENSION OF BID CLOSING DATE	2
4.	PRICE FORMAT AND QUOTATION	2
5.	PRICING BASIS AND PRICE REVISION CLAUSE	3
6.	CURRENCY	3
7.	EXEMPTION FROM TAXES	3
8.	ORIGIN AND AVAILABILITY OF SERVICE	3
8.1	ORIGIN OF SERVICES:	3
8.2	AVAILABILITY OF SERVICES	4
9.	COMPLIANCE STATEMENTS	4
10.	NATO SECRET CLEARANCE (BIDDERS AND PERSONNEL)	4
10.1	BIDDERS	4
10.2	CONSULTANTS	4
11.	CONTENTS OF PROPOSAL	5
11.1	NUMBER OF COPIES	5
11.2	BID PACKAGE	5
12.	BID SUBMISSION	8
12.1	LANGUAGE	8
12.2	BID SIGNATURE	8
12.3	BID MAILING	8
12.4	BID DELIVERY BY COURIER	8
13.	LATE BIDS	9
14.	BID WITHDRAWAL	9
15.	BID EVALUATION	9
15.1	RESPONSIBILITY	9
15.2	PRICE EVALUATION	9
15.3	EVALUATION PROCESS	10
15.4	CLARIFICATION OF BIDS	10
16.	AWARD	11
17.	COMMUNICATIONS AND CONTACTS FOR CLARIFICATION	11
17.1	COMMUNICATION	11
17.2	BIDDERS REQUESTS FOR CLARIFICATION	11
17.3	POINTS OF CONTACT:	12

ENCLOSURES TO PART I:

- 1: Price Formats and List of Key Personnel offered
- 2a: Certificate of Origin and Availability of Service and Parts
- 2b: Certificate of NATO SECRET clearance
- 3a: Compliance Statement for Part II Section A and Section B
- 3b: Compliance Statement for Part III - SOW
- 4: Mailing Label

1. GENERAL

The purpose of this Invitation For International Bidding (IFIB) is to award a firm fixed-price contract for a duration of up to three (3) years for the provision of:

- First, fifteen (15) Consultants are requested in support of the Joint CIS Control Centre (JCCC) at ISAF HQ. **(Lot 1)**
- Second, five (5) Consultants (helpdesk technicians) in direct support of COMKAF CJ6, within the Helpdesk Section in the Kandahar Air Field (KAF) Signal Support Group (KSSG). **(Lot 2)**
- Third, four (4) UHF DAMA consultants to be distributed as follows: (two (2) to be located at NCSA/SMD in Mons - Belgium) and two (2) individuals located at NCISS in Latina (Italy). Those consultants may be temporarily deployed to ISAF operations in Afghanistan. **(Lot 3)**

The Contractor must furnish the necessary manpower, management, and supervision to provide the referenced services in accordance with the provisions of the attached Statement of Work (SOW, Part III).

Note: The present IFIB documents and references are posted on the NCSA Internet Site <http://www.ncsa.nato.int/business.htm>

2. AMENDMENT OR CANCELLATION OF IFIB

The NCSA Contracting Officer reserves the right to cancel, at any time, this IFIB partially or in its entirety. No legal liability on the part of NATO for payment of any sort shall arise and in no event will a cause of action lie with any bidder for the recovery of any costs incurred in connection with preparing or submitting a bid in response hereto. All efforts initiated or undertaken by the bidder shall be done considering and accepting this fact. If this IFIB is cancelled prior to the bid opening, the bids already received will be returned unopened to the senders upon their request.

3. EXTENSION OF BID CLOSING DATE

Any bidder may request directly to the NCSA Contracting Officer an extension of the bid closing date. However, the request must reach the Contracting Officer, in writing (facsimile is acceptable), not later than 14 calendar days prior to the bid closing date and must include a strong justification for the request. The NCSA Contracting Officer may, at his own discretion, grant an extension of the bid closing date.

4. PRICE FORMAT AND QUOTATION

The Price Proposal shall be made in accordance with the attached format (Enclosure 1 to Part I). The basic breakdown on this format is not strictly limited and bidders may expand on these by adding such sub-items as deemed necessary. However, the basic presentation and numbering system cannot change.

Price quotations for any extra, option or alternative solution shall be duly separated from the proposed format and should be shown on detached sheets.

Price quotations are to be printed on single sided sheets and grouped so as to constitute detachable components.

5. PRICING BASIS AND PRICE REVISION CLAUSE

All prices (Daily Rates) shall be firm fixed prices with a validity as indicated by the bidder, but shall not be less than 120 days after the bid closing day for this IFIB. The NCSA Contracting Officer reserves the right to request an extension of validity if a decision cannot be made within this time. Bidders will be entitled to either grant or deny this extension of validity.

There will be no price revision applied.

6. CURRENCY

Bidders originating from a country adopting the Euro currency shall provide a quote in Euro. Other bidders may quote in Euro or in the currency of their country of origin. Consequently, the contract will be expressed in the currencies indicated in the selected bidder's quote. Bidders are also advised that all payments will be made in the currencies mentioned in the contract.

7. EXEMPTION FROM TAXES

In accordance with applicable international agreements¹, the provision of services under the contract will be exempt from taxes and duties. Where, notwithstanding, these are imposed by national regulations, bidders shall enclose the list and the amounts of taxes and duties, which have been included in their bid, with a justification.

8. ORIGIN AND AVAILABILITY OF SERVICE

8.1 ORIGIN OF SERVICES:

Only bids originating from bidders (including possible sub-contractors) licensed to do business in one of the following NATO member countries, which participate in the funding of this requirement, will initially be taken into consideration for evaluation. The eligible countries are: Albania, Belgium, Bulgaria, Canada, Croatia, Czech Rep, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Turkey, United Kingdom and the United States of America.

¹ Most notably the 1952 Protocol on the Status of International Military Headquarters Set Up Pursuant to the North Atlantic Treaty (Paris Protocol), a protocol to the 1952 Agreement Between the Parties to the North Atlantic Treaty Regarding the Status of Their Forces (NATO SOFA) and the Ottawa convention of 1951,

A certificate stating the origin of services (Enclosure 2a to Part I) will be completed and signed by the bidder and forwarded as part of the bid.

8.2 AVAILABILITY OF SERVICES

The bidder must agree that, in case of a contract as a result of this IFIB, the Contractor and any subcontractors will maintain and furnish a source of an adequate supply of services, for a minimum period of three (3) years from the contract execution date. To this effect a certification must be completed and forwarded as part of the bid (Enclosure 2a to Part I).

9. COMPLIANCE STATEMENTS

Bidder's proposal must be based on a full compliance with the terms, conditions and requirements of the IFIB and its future clarifications and/or amendments. The bidder may offer variations in specific implementation and functional details, provided that stated functional and performance requirements of the IFIB are fully satisfied.

Each bidder shall include in his bid a compliance statement in accordance with Enclosures 3a and 3b to Part I. The bidder must list thereon, when applicable, all deviations from the Statement of Work (SOW) (Part III of the IFIB).

In addition to the compliance sheets the bidders must clearly describe what is being offered and how the requirements are met.

Failure to submit a completed compliance statement may result in disqualification of the bid.

In case of conflict between the compliance statement and the detailed evidence or explanations/comments furnished, the detailed evidence or explanations/comments shall take precedence for the actual determination of compliance.

10. NATO SECRET CLEARANCE (BIDDERS AND PERSONNEL)

10.1 BIDDERS

To the extent it is required by their National Security Authority (NSA), the bidders must be in possession of a current NATO Secret security clearance delivered by this Authority.

10.2 CONSULTANTS

All Consultant personnel proposed shall be nationals of NATO member states and shall hold a current NATO Secret security clearance in accordance with Part II – Para 3. This clearance must be available at the time of the bid submission and shall be valid for the complete duration of the contract (including the Options).

In that context, Bidders should note the fact that a NATIONAL Secret clearance is not sufficient and that only NATO Secret level (Facility Security clearance – FSC and Personnel Security Clearance - PSC) will be considered to assess the bid compliance.

11. CONTENTS OF PROPOSAL

11.1 NUMBER OF COPIES

The bid shall be submitted in one (1) original and one (1) copy, i.e. consisting of two (2) bid packages as described below.

11.2 BID PACKAGE

- a. The bid shall be subdivided into two separate parts (2 envelopes – see below):
 - the **Price Proposal** and
 - the **Administrative Documentation and Technical Proposal**.
- b. The **Price Proposal** must include the following as a minimum:
 - (1) The Bidder's name, address, point of contact, and numbers for telephone, facsimile, e-mail and Internet site.
 - (2) The Price Quotations in the Price Format, of which a sample is at Enclosure 1 to Part I.
 - (3) Any other documents as deemed necessary.
 - (4) One (1) CD-ROM for Price proposal Documentation containing an electronic copy of all the documentation listed above.
- c. The **Administrative Documentation and Technical Proposal** must include the following as a minimum:
 - (1) A Table of Contents for the entire bid.
 - (2) Documentation related to the bid signature(s) as required in Para 12.2.
 - (3) N/A
 - (4) The Certificates of Origin and Availability of Services (**Enclosure 2a to Part I**).
 - (5) The Certificates of NATO Secret Clearance NSA references
 - (a) for the Company - if required by their NSA - (and potential Sub-contractors if any) and
 - (b) for the Consultants offered (**Enclosure 2b to Part I**).
 - (6) The Compliance Statement for Part II Section A and Section B (**Enclosure 3a to Part I**).
 - (7) The Compliance Statement for Part III - Technical Specifications - (**Enclosure 3b to Part I**)

- (8) Administrative and Technical information including all descriptive material to demonstrate compliance with the mandatory compliance criteria (listed in Para 15.3. a. such as:

PRELIMINARY NOTE:

- The administrative and financial documentation provided as requested below and containing price sensitive information shall be provided with the Price Proposal Part of the bid.
- The objective of the technical information is to determine whether the bid meets all the requirements of the IFIB and to identify exactly what the bidder proposes and what NATO would be purchasing when making the award. This will further be used for bid evaluation purposes as defined in Paragraph 15 below.

ADMINISTRATIVE AND FINANCIAL: (this information shall also be included for all subcontractors -if any - proposed for the performance of tasks):

- (a) The organisational structure and capacity of the company including back-up capacity;
- (b) Documentary evidence that the contractor is legally licensed and registered as an independent contractor at work and in travel and has authorisation to perform the tasks;
- (c) Certification that the contractor is able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and business commitments; (if applicable)
- (d) Certification that the contractor complies with its obligations regarding workmen's compensation, and employees' liability through proper insurance contracts and fulfils its payments obligations to the health and social security system in the country in which the bidder is registered;
- (e) Certification that the bidder maintains a suitable civil liability insurance to cover, on the one hand, damage which could be caused to NCSA / SHAPE's premises, e.g. by fire, and on the other hand, injury to persons. Upon request a certificate by the insurer shall specify the amount covered per incident.
- (f) Statement from the bidder's bank that it is willing to immediately provide NCSA with the required performance bond/bank guarantee upon request; (if applicable)
- (g) Profit and loss statements for the past THREE (3) financial years if their publication is compulsory under the legislation or practice in the country in which the bidder is registered;

TECHNICAL:

- (h) The professional experience and relevant training of the persons proposed to carry out the contract:
 - i. The list of key management personnel proposed for the performance of the contract - both on-site and at the head office:

- bidders must specify name, nationality, qualification, and intended position of the proposed personnel;
- ii. The resumes of bidder's key management personnel to show that personnel possess the educational background, experience and technical expertise required to perform their tasks as established in this solicitation;
 - iii. the list of Sub-Contractors - specifying area of work - which the Bidder proposes to use for the performance of the contract.
 - iv. The list of the various categories of personnel envisaged for use in the frame of the contract (for each category, indicate number of personnel in the Administrative Proposal and hourly rate in the Price Proposal), if applicable. The Professional resume (CV) of all proposed consultants to work under this contract shall include the individual(s) name(s), nationality, work experience, positions held, language skills, educational background and professional/technical certifications (including successful participation in similar support services. For evaluation purposes, this will be summarised and referred to in the matrix as defined at Appendix 1 to Enclosure 1.
- (i) A proven track record of the organisation capability to provide and support services which are the subject of this contract including:
- i. A listing of recent consultancy support service contracts to include contract number, name and phone/facsimile number, address of company and/or establishment with whom the Bidder had the contract performed for other customers within the last five years, substantially similar in scope and magnitude to the requirements described in this solicitation.
 - ii. Outline of a Quality Control Plan for the service to be provided under the contract along with a description of the Company's Management Plan, including:
 - ISO 9000, basics of quality management systems and terminology;
 - ISO 9001, quality management system requirements;
 - ISO 9004, guidelines focusing on effectiveness and efficiency in a quality management system;
- (9) Any other documents as deemed necessary.

The objective of the technical information is to determine whether the bid meets all the requirements of the IFIB and to identify exactly what the bidder proposes and what NATO would be purchasing when making the award. This will further be used for bid evaluation purposes as defined in Paragraph 15 below.

- (10) One (1) CD-ROM for Administrative Documentation and Technical Proposal containing an electronic copy of all the documentation listed above.

12. BID SUBMISSION

12.1 LANGUAGE

Bids shall be submitted in the English language.

12.2 BID SIGNATURE

- a. Each bid must include the full name and address of the bidder and must be signed by the bidder (company owner) with his official signature. Bidders in partnership/joint venture/consortium shall provide documentation indicating the full names of all the parties, duly signed by the member acting as authorized representative clearly indicating the role/position of that signing person.
- b. Bids by corporations must indicate the legal name of corporation, followed by the signature and position of the person signing (legal representative). In all cases, the name of the person signing and his position shall be typed or printed below the signature.
- c. When requested by the Purchaser, satisfactory evidence of the authority of the officer signing on behalf of the corporation shall be furnished

12.3 BID MAILING

The envelopes containing the Price Proposal and the Technical Proposal will be sealed and marked "Sealed Bid to IFIB-NCSA-NCHQ-09-07" and will be placed in another (exterior) envelope or box on which will be glued the mailing label found on Enclosure 4 to Part I.

12.4 BID DELIVERY BY COURIER

NCSA is located at SHAPE near MONS, in the southwest of Belgium, in the commune of Maisières.

Bids hand-carried to NCSA by individuals from bidders or delivered on site by Commercial Courier and parcel-delivery companies must be packed and labelled as indicated in paragraph 11.2 above. Packages are to be handed over to a staff member of the SHAPE Contract Management Section in Building 239 in the SHAPE Industrial Area on working days between 09:00H to 11:45H and 13:30H to 16:30H (Telephone: +32 65 44 4152 or 4282).

The time and date the bid is handed over will be recorded on the envelope or package and the delivery agent will be requested to sign the date/time endorsement, signifying agreement as to its accuracy.

To reach NCSA at SHAPE: Take exit Nr. 23 on E 19 (Brussels-Paris), follow the "SHAPE" sign on the "Chaussée de Bruxelles". Enter SHAPE compound through the "MAIN GATE" Av. De Berlin. Report to Building 239.

13. LATE BIDS

The bidder must make every effort to ensure that his bid reaches NCSA at SHAPE before or on the exact date and time set for the bid closing. Bids received after that time are late bids. Late bids shall only be considered before the contract has been awarded and on condition that their failure to arrive on time is solely the result of:

- a. A delay in the government channels, i.e. governmental courier service or mail for which the bidder was not responsible. However the bid should have been sent not later than five (5) calendar days before the bid closing, by Registered mail or by certified mail, for which an official post office date stamp or the receipt for certification has been obtained; or
- b. Mishandling by NCSA or SHAPE personnel upon or after receipt.

Note: Commercial courier or parcel-delivery companies are not considered to be government channels.

Other late bids cannot be considered for award. These bids will be treated as non-responsive and will be returned unopened to the bidder at his or her expense.

14. BID WITHDRAWAL

A bidder may withdraw his or her bid up to the date and time specified for the bid closing, by written or facsimile notice to the NCSA Contracting Officer. The bid will be returned unopened to the bidder, at his or her expense.

15. BID EVALUATION

15.1 RESPONSIBILITY

The evaluation of bids and the determination as to the responsiveness and technical adequacy of the services offered shall be the responsibility of the NCSA Contracting Officer and shall be based on information provided by the bidders. The NCSA Contracting Officer will not be responsible for searching, locating or confirming any information, which is not clearly identified and available in the bid.

15.2 PRICE EVALUATION

For the purpose of price comparison all quoted prices will be converted by the NCSA Contracting Officer into Euros on the basis of the average official commercial buying and selling exchange rates of the Banque Nationale de Belgique at close of business of the last working day preceding the bid closing date.

15.3 EVALUATION PROCESS

The evaluation of bids shall be conducted to identify the lowest compliant bid, based on the Price Format(s), with early payment discounts excluded.

a. Mandatory compliance criteria:

- (1) The Bidders must be legally authorised to operate, at the time of bidding, this kind of enterprise in any of the stated countries and comply with the following minimum requirements:
 - (a) Having performed
 - at least two contracts
 - within the last five years
 - substantially similar in scope to the requirements described in this solicitation
 - with a minimum duration of one year and
 - without significant failure to meet the performance requirements of the contracts.
 - (b) The Bidder's company – if required by their NSA - and the subcontractors (if any) must be in possession of a NATO Secret Security Clearance at the time of the bid submission. Bidder's personnel who will perform under the contract must be in possession of a valid NATO security clearance up to NATO SECRET level at the time of the bid submission.
 - (c) The proposed consultants must comply with the bidding, contractual and technical provisions / specifications and Educational Degree specified at Chapter 2-3-4 of Part III - SOW. This will be clearly reflected in the matrix defined at Appendix 1 to Enclosure 1 as explained above. Furthermore, interviews will possibly be conducted to assess the individual expertise and skills.
- (2) Compliance with the required Performance / Delivery schedule.
- (3) Minimum Number of compliant candidates offered per Lot as specified at appendix 1 to enclosure 1.
- (4) Other criteria for which the administrative and technical information is required as specified in Paragraph 11.2.(c) (8) above.

15.4 CLARIFICATION OF BIDS

During the entire bid evaluation process the NCSA Contracting Officer reserves the right to discuss any bid with the bidders in order to clarify what is being offered and to resolve any potential areas of non-compliance. However, no change to the content of the bid, including technical, financial and delivery schedule, shall be permitted.

16. AWARD

Reminder: partial bidding is authorised provided that the bid covers at least the requirements for one of the Lots specified in Para 1 above and more specified in Part III-SOW Chapters 2, 3 and 4)

A NCSA Contract Award Committee (CAC) will award contracts (per Lot or group of Lots) to the bidder(s) who has (have) offered the lowest compliant bid for the Lot (or group of Lots).

However, the NCSA Contracting Officer may award contracts to another bidder based upon a strong justification (standardisation, operational factors, or similar). In this instance and depending on the contract value, the final approval of the award deviation will be sought from the NCSA Financial Controller or from NATO's Military Budget Committee prior to making such an award.

17. COMMUNICATIONS AND CONTACTS FOR CLARIFICATION

17.1 COMMUNICATION

Any communication related to this IFIB between a (prospective) bidder and NCSA shall only be through the NCSA Contracting Officer or his duly designated representative. Designated NCSA personnel will assist the NCSA Contracting Officer in the administration of this IFIB. There shall be no contact with other NCSA personnel. This is to maintain all bidders on equal competitive footing.

17.2 BIDDERS REQUESTS FOR CLARIFICATION

- a. Prospective bidders should seek clarification as soon as possible. Any explanation desired by a bidder regarding the meaning or interpretation of this IFIB, clauses, specifications etc., must be requested in writing (letter or facsimile) from the NCSA Contracting Officer. The NCSA Contracting Officer must receive such requests for clarification not later than 28 calendar days before the bid closing date.
- b. Information given to a prospective bidder will be furnished to all prospective bidders, as an amendment to this IFIB, only if such information is necessary to bidders in submitting offers or if the lack of such information would be prejudicial to other bidders. Oral explanations or instructions will not be binding unless confirmed in writing by the NCSA Contracting Officer.

17.3POINTS OF CONTACT:

MARIO QUARTA
Contracting Officer
Telephone: +32-65-44-6160
Fax: +32-65-44-7892
e-mail: mario.quarta@ncsa.nato.int

Mr. Freddy Bernier,
Senior Contract Administrator.
Telephone: +32 (0) 65 44 5153
Facsimile: +32 (0) 65 44 7892
e-mail: alfred.bernier@shape.nato.int

All correspondence shall be forwarded to:

NCSA BUDFIN—Purchasing & Contracting Branch
Attn: Mr. Mario Quarta
Bldg 101, Room C-212, B-7010 SHAPE, BE
Tel: +32 (0) 65.44.6160
Fax: +32 (0) 65.44.7892
e-mail: mario.quarta@ncsa.nato.int

PRICE FORMAT

CONSULTANCY SERVICES FOR CIS SUPPORT

For all the Lots:

- 1. The BASE CONTRACT PERIOD correspond to PERIOD 1**
- 2. All other PERIODS are OPTIONAL**

For Lot 3: all DEPLOYMENTS are OPTIONAL

Lot I

PERIOD 1	from :	1-Jan-10	through:	31-Dec-10	Duration:	290	workdays at	12	hours/day
					(290 wordays per 12 months)				
PLACE OF PERFORMANCE:		ISAF			except for:				
					- IN / OUT Processing : at NCSA HQ B7010 MONS				
LOT:	I				- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				

CLIN	DESCRIPTION	Daily rate	Currency	Estimated Quantity of Days	Total
I -1	CIS consultants to work at the ISAF HQ Joint CIS Control Centre (JCCC).				
I-1-1	LAN/WAN Engineer			290	
I-1-2	Functional Services Administrator			290	
I-1-3	Functional Services Administrator			290	
I-1-4	Functional Services Administrator			290	
I-1-5	Service Desk			290	
I-1-6	Service Desk			290	
I-1-7	CIS Training Supervisor			290	
I-1-8	CIS Trainer			290	
I-1-9	Radio Technician			290	
I-1-10	Radio Technician			290	
I-1-11	Network Administrator			290	
I-1-12	System Administrator			290	
I-1-13	Configuration Manager			290	
I-1-14	Hardware Technician			290	
I-1-15	Repair/Exchange Specialist			290	
	Total : 15 consultants				-

PERIOD 2	from :	1-Jan-11	through:	31-Dec-11	Duration:	290	workdays at	12	hours/day
					(290 wordays per 12 months)				
PLACE OF PERFORMANCE:		ISAF			except for:				
					- IN / OUT Processing : at NCSA HQ B7010 MONS				
LOT:	I				- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				

CLIN	DESCRIPTION	Daily rate	Currency	Estimated Quantity of Days	Total
I -2	CIS consultants to work at the ISAF HQ Joint CIS Control Centre (JCCC).				
I-2-1	LAN/WAN Engineer			290	
I-2-2	Functional Services Administrator			290	
I-2-3	Functional Services Administrator			290	
I-2-4	Functional Services Administrator			290	
I-2-5	Service Desk			290	
I-2-6	Service Desk			290	
I-2-7	CIS Training Supervisor			290	
I-2-8	CIS Trainer			290	
I-2-9	Radio Technician			290	
I-2-10	Radio Technician			290	
I-2-11	Network Administrator			290	
I-2-12	System Administrator			290	
I-2-13	Configuration Manager			290	
I-2-14	Hardware Technician			290	
I-2-15	Repair/Exchange Specialist			290	
	Total : 15 consultants				-

PERIOD 3	from :	1-Jan-12	through:	31-Jul-12	Duration:	170	workdays at	12	hours/day
					(290 wordays per 12 months)				
PLACE OF PERFORMANCE:			ISAF		except for:				
					- IN / OUT Processing : at NCSA HQ B7010 MONS				
LOT:	I					- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)			
CLIN	DESCRIPTION				Daily rate	Currency	Estimated Quantity of Days	Total	
I-3	CIS consultants to work at the ISAF HQ Joint CIS Control Centre (JCCC).								
I-3-1	LAN/WAN Engineer						170		
I-3-2	Functional Services Administrator						170		
I-3-3	Functional Services Administrator						170		
I-3-4	Functional Services Administrator						170		
I-3-5	Service Desk						170		
I-3-6	Service Desk						170		
I-3-7	CIS Training Supervisor						170		
I-3-8	CIS Trainer						170		
I-3-9	Radio Technician						170		
I-3-10	Radio Technician						170		
I-3-11	Network Administrator						170		
I-3-12	System Administrator						170		
I-3-13	Configuration Manager						170		
I-3-14	Hardware Technician						170		
I-3-15	Repair/Exchange Specialist						170		
Total : 15 consultants								-	
GENERAL	from :	1-Jan-10	through:	31-Oct-12					
CLIN	DESCRIPTION				Daily rate	Currency	Estimated Quantity of Days	Total	
	IN- and / or OUT PROCESSING and PRE-DEPLOYMENT TRAINING								
I-4	IN- and / or OUT PROCESSING (15 CONSULTANTS - MAXIMUM 6 DAYS at 8 hours per day) at NCSA HQ SHAPE B-7010 Belgium						90		
I-5	PRE-DEPLOYMENT Training (15 CONSULTANTS - MAXIMUM 2 weeks duration) at a NATO static HQ or another location (outside of the Theatre)						150		
Total : 15 consultants								-	
					GRAND TOTAL 15 CONSULTANTS				
					-				
OPTION (NOT TO BE INCLUDED IN THE GRAND TOTAL ABOVE) :									
CLIN	DESCRIPTION				Unit price	Currency	Quantity	Total	
I-6	ONE SET of Protective gear (e.g. flak jackets and helmets) IAW NATO standards: - Civilian Body Armor NIJ IIIA, Dark Blue - Civilian Helmet is V50 Ballistic Standard at 650 m/s						1	-	

Lot II

PERIOD 1	from :	1-Jan-10	through:	31-Dec-10	Duration:	290	workdays at	12	hours/day
					(290 wordays per 12 months)				
PLACE OF PERFORMANCE:			(KAF) Signal Support Group (KSSG)			except for:			
					- IN / OUT Processing : at NCSA HQ B7010 MONS				
LOT:	II				- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
CLIN	DESCRIPTION					Daily rate	Currency	Estimated Quantity of Days	Total
II - 1 -1	Service Desk							290	
II - 1 -2	Service Desk							290	
II - 1 -3	Service Desk							290	
II - 1 -4	Network Administrator							290	
II - 1 -5	System Administrator							290	
	Total : 5 consultants								-
PERIOD 2	from :	1-Jan-11	through:	31-Dec-11	Duration:	290	workdays at	12	hours/day
					(290 wordays per 12 months)				
PLACE OF PERFORMANCE:			(KAF) Signal Support Group (KSSG)			except for:			
					- IN / OUT Processing : at NCSA HQ B7010 MONS				
LOT:	II				- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
CLIN	DESCRIPTION					Daily rate	Currency	Estimated Quantity of Days	Total
II - 2 - 1	Service Desk							290	
II - 2 - 2	Service Desk							290	
II - 2 - 3	Service Desk							290	
II - 2 - 4	Network Administrator							290	
II - 2 - 5	System Administrator							290	
	Total : 5 consultants								-

PERIOD 3	from :	1-Jan-12	through:	31-Jul-12	Duration:	170	workdays at	12	hours/day
					(290 wordays per 12 months)				
PLACE OF PERFORMANCE:		(KAF) Signal Support Group (KSSG)			except for:				
					- IN / OUT Processing : at NCSA HQ B7010 MONS				
LOT:	II				- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
CLIN	DESCRIPTION				Daily rate	Currency	Estimated Quantity of Days	Total	
II - 3 - 1	Service Desk						170		
II - 3 - 2	Service Desk						170		
II - 3 - 3	Service Desk						170		
II - 3 - 4	Network Administrator						170		
II - 3 - 5	System Administrator						170		
Total : 5 consultants								-	
GENERAL	from :	1/12010	through:	31-Oct-12					
CLIN	DESCRIPTION				Daily rate	Currency	Estimated Quantity of Days	Total	
	IN- and / or OUT PROCESSING and TRAINING								
II - 4	IN- and / or OUT PROCESSING (5 CONSULTANTS - MAXIMUM 6 DAYS at 8 hours per day) at NCSA HQ SHAPE B-7010 Belgium						30	-	
II - 5	PRE-DEPLOYMENT Training (5 CONSULTANTS - MAXIMUM 2 weeks duration) at a NATO static HQ or another location (outside of the Theatre)						50	-	
Total : 5 consultants								-	
GRAND TOTAL 5 CONSULTANTS								-	
OPTION (NOT TO BE INCLUDED IN THE GRAND TOTAL ABOVE) :									
CLIN	DESCRIPTION				Unit price	Currency	Quantity	Total	
II-6	ONE SET of Protective gear (e.g. flak jackets and helmets) IAW NATO standards: - Civilian Body Armor NIJ IIIA, Dark Blue - Civilian Helmet is V50 Ballistic Standard at 650 m/s						1	-	

Lot III

PERIOD 1	from :	1-Jan-10	through:	31-Dec-10	Duration:	220	workdays at	7.6	hours/day
					(220 wordays per 12 months)				
PLACE OF PERFORMANCE:		NCSA HQ (BE) and NCISS Latina (IT)			except for:				
					- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
LOT:	III								
CLIN	DESCRIPTION				Hourly rate	Currency	Estimated Quantity of Hours	Total	
III -1	UHF DAMA Consultants								
III -1-1	UHF DAMA Consultants NCISS (2)						3,344	-	
III -1-2	UHF DAMA Consultants SMD NCSA HQ (2)						3,344	-	
Total : 4 consultants								-	
PERIOD 2	from :	1-Jan-11	through:	31-Dec-11	Duration:	220	workdays at	7.6	hours/day
					(220 wordays per 12 months)				
PLACE OF PERFORMANCE:		NCSA HQ (BE) and NCISS Latina (IT)			except for:				
					- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
LOT:	III								
CLIN	DESCRIPTION				Hourly rate	Currency	Estimated Quantity of Hours	Total	
III -2	UHF DAMA Consultants								
III -2-1	UHF DAMA Consultants NCISS (2)						3,344	-	
III -2-2	UHF DAMA Consultants SMD NCSA HQ (2)						3,344	-	
Total : 4 consultants								-	
PERIOD 3	from :	1-Jan-12	through:	31-Dec-12	Duration:	221	workdays at	7.6	hours/day
					(221 wordays per 12 months)				
PLACE OF PERFORMANCE:		NCSA HQ (BE) and NCISS Latina (IT)			except for:				
					- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
LOT:	III								
CLIN	DESCRIPTION				Hourly rate	Currency	Estimated Quantity of Hours	Total	
III -3	UHF DAMA Consultants								
III -3-1	UHF DAMA Consultants NCISS (2)						3,353	-	
III -3-2	UHF DAMA Consultants SMD NCSA HQ (2)						3,353	-	
Total : 4 consultants								-	
PERIOD 4	from :	1-Jan-13	through:	31-Dec-13	Duration:	220	workdays at	7.6	hours/day
					(221 wordays per 12 months)				
PLACE OF PERFORMANCE:		NCSA HQ (BE) and NCISS Latina (IT)			except for:				
					- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
LOT:	III								
CLIN	DESCRIPTION				Hourly rate	Currency	Estimated Quantity of Hours	Total	
III -4	UHF DAMA Consultants								
III -4-1	UHF DAMA Consultants NCISS (2)						3,344	-	
III -4-2	UHF DAMA Consultants SMD NCSA HQ (2)						3,344	-	
Total : 4 consultants								-	

PERIOD 5	from :	1-Jan-14	through:	31-Dec-14	Duration:	220	workdays at	7.6	hours/day
					(221 wordays per 12 months)				
PLACE OF PERFORMANCE:		NCSA HQ (BE) and NCISS Latina (IT)			except for:				
					- PRE-DEPLOYMENT TRAINING: at a NATO static HQ or another location (outside of the Theatre)				
LOT:	III								
CLIN	DESCRIPTION				Hourly rate	Currency	Estimated Quantity of Hours	Total	
III -5	UHF DAMA Consultants								
III -5-1	UHF DAMA Consultants NCISS (2)						3,344		
III -5-2	UHF DAMA Consultants SMD NCSA HQ (2)						3,344		
Total : 4 consultants								-	
GENERAL	from :	1-Jan-10	through:	31-Dec-14	OPTION				
CLIN	DESCRIPTION				Hourly rate	Currency	Estimated Quantity of Hours	Total	
III -6	DEPLOYMENT								
III -6 - 1	PRE-DEPLOYMENT Training (4 CONSULTANTS - MAXIMUM 2 weeks duration) at a NATO static HQ or another location (outside of the Theatre)						320		
III -6 - 2	Deployment of UHF DAMA Consultants from NCISS						1,000		
III -6 - 3	Deployment of UHF DAMA Consultants from SMD NCSA HQ						1,000		
Total : 4 consultants								-	
GRAND TOTAL 4 CONSULTANTS							-		
OPTION (NOT TO BE INCLUDED IN THE GRAND TOTAL ABOVE) :									
CLIN	DESCRIPTION				Unit price	Currency	Quantity	Total	
III-7	ONE SET of Protective gear (e.g. flak jackets and helmets) IAW NATO standards: - Civilian Body Armor NIJ IIIA, Dark Blue - Civilian Helmet is V50 Ballistic Standard at 650 m/s						1	-	

Remark:

1. The number of consultants hours defined in the tables above will be taken into consideration for evaluation purposes only.
2. Minimum and maximum obligations defined in the prospective contract (Part II - Section A Para 7) shall serve for contract execution.
The layout of the Table presented hereafter is to be used for the submission of the list of candidates offered. It may be adapted as deemed necessary to include all that is being offered.

Appendix 1 Table for the List of Key personnel.

TOTAL PRICE (BASE + OPTION) _____ **Currency** _____

1. BID SIGNATURE(S) in accordance with the provisions of Part I Para 12.2:

This Bid is prepared and submitted on behalf of the legal corporate entity specified below:

FULL NAME OF CORPORATION:.....

DIVISION / SUBDIVISION (IF APPLICABLE):

OFFICIAL MAILING ADDRESS:

.....

.....

TELEFAX NO:

2. POINT OF CONTACT REGARDING THIS BID:

NAME:

POSITION:

TELEPHONE:

INTERNET E-MAIL ADDRESS:

3. ALTERNATIVE POINT OF CONTACT:

NAME:

POSITION:

TELEPHONE:

INTERNET E-MAIL ADDRESS:

4. SIGNATURE(S) OF AUTHORISED REPRESENTATIVE(S)

.....

Printed Name(s):

Title(s)

Company

If the Bidder is “Principal Contractor” acting on behalf of a partnership / joint venture / consortium, the Bidder shall attach a copy of their “proof of authority” to act on behalf of the Consortium (ref. paragraph 12.2).

Appendix 1

Key personnel offered by the Bidder (NAME) - Consultant(s) and their alternate(s)

Lot 1	Type of services: JCCC Consultants	NAMES Of base Consultants offered	ENGLISH language knowledg e E = excellent V = very good G = good (1)	Education and Training (1) (2)	Professional Experience and Technical Skills (1) (2)	Additional remarks (e.g. successful participation in similar support services) (1)
1	LAN/WAN Engineer					
2	Functional Services Administrator					
3	Functional Services Administrator					
4	Functional Services Administrator					
5	Service Desk					
6	Service Desk					
7	CIS Training Supervisor					
8	CIS Trainer					
9	Radio Technician					
10	Radio Technician					
11	Network Administrator					
12	System Administrator					
13	Configuration Manager					
14	Hardware Technician					
15	Repair/Exchange Specialist					

Lot 1		NAMES of Alternate Consultants offered				
1-1	LAN/WAN Engineer					
2-1	Functional Services Administrator					
5-1	Service Desk					
7.1	CIS Training Supervisor					
8-1	CIS Trainer					
9-1	Radio Technician					
11-1	Network Administrator					
12-1	System Administrator					
13-1	Configuration Manager					
14-1	Hardware Technician					
15-1	Repair/Exchange Specialist					

TOTAL CV REQUIRED: 26 (15 PRIMARIES AND 11 ALTERNATE)

Rem. (1): Please document in attachments to the Bid - Rem. (2): Identify one or more additional expertise if applicable

Lot 2	Type of services: KAF Signal Support Group (KSSG) helpdesk technicians	NAMES Of base Consultants offered	ENGLISH language knowledge E = excellent V = very good G = good (1)	Education and Training (1) (2)	Professional Experience and Technical Skills (1) (2)	Additional remarks (e.g. successful participation in similar support services) (1)
1	Service Desk					
2	Service Desk					
3	Service Desk					
4	Network Administrator					
5	System Administrator					

Lot 2		NAMES of Alternate Consultants offered				
1-1	Service Desk					
2-1	Network Administrator					
3-1	System Administrator					

TOTAL CV REQUIRED: 8 (5 PRIMARIES AND 3 ALTERNATES)

Rem. (1): Please document in attachments to the Bid - Rem. (2): Identify one or more additional expertise if applicable

Lot 3	Type of services:	NAMES Of base Consultants offered	ENGLISH language knowledg e E = excellent V = very good G = good (1)	Education and Training (1) (2)	Professional Experience and Technical Skills (1) (2)	Additional remarks (e.g. successful participation in similar support services) (1)
	UHF DAMA Consultants					
	1. One Technician at NCSA HQ					
	2. One Technician at NCSA HQ					
	3. One Technician at NCISS LATINA					
	4. One Technician at NCISS LATINA					

ALTERNATES: SEE next page

Lot 3	Type of services: UHF DAMA Consultants	NAMES of Alternate Consultants offered	ENGLISH language knowledge E = excellent V = very good G = good (1)	Education and Training (1) (2)	Professional Experience and Technical Skills (1) (2)	Additional remarks (e.g. successful participation in similar support services) (1)
1-1	One Technician at NCSA HQ					
2-1	One Technician at NCSA HQ					
3-1	One Technician at NCISS LATINA					
4-1	One Technician at NCISS LATINA					

TOTAL CV REQUIRED: 8 (4 PRIMARIES AND 4 ALTERNATES)

Rem. (1): Please document in attachments to the Bid - Rem. (2): Identify one or more additional expertise if applicable

Enclosure 2a to Part I

(To be completed and enclosed with your bid)

CERTIFICATE OF ORIGIN AND AVAILABILITY OF SERVICE

We/I hereby certify that the services described in this quotation IFIB-NCSA-NCHQ-09-07 and to be furnished under the resultant contract, if awarded to my company, will be performed by sub-contractors (if applicable) or individuals originating from the indicated countries:

NAME:

COUNTRY:

We/I guarantee that, in case of contract as a result of this IFIB, a source of an adequate supply of services will be maintained for a period of up to three (3) years from the date of contracting.

Date:

Signature:

Name and Title:

Company:

Company Bid Reference:

Enclosure 2b to Part I

(To be completed and enclosed with your bid)

**CERTIFICATE OF NATO SECRET CLEARANCE
FOR CONSULTANTS OFFERED**

We/I hereby certify that:

1. Our Company possesses a valid NATO Secret clearance delivered by our national security authorities (NSA) under the following reference:
 - (add NSA reference number)
 - and is valid until (date)

2. The following potential Consultants are in possession of a valid NATO Secret clearance delivered by their national security authorities (under the references specified below:

NAME	COUNTRY	VALIDITY DATE	NSA REFERENCE
- ...			
-			
-			

3. A request for NATO Secret clearance has been introduced to their national security authorities for following potential Consultants:

NAME	COUNTRY	DATE OF SUBMISSION
- ...		
- ...		
- ...		

4. A request for NATO Secret clearance is going to be introduced to their national security authorities for following potential Consultants:

NAME:	COUNTRY	EXPECTED DATE OF SUBMISSION
- ...		
- ...		
- ...		

Date:

Signature:

Name and Title:

Company:

Company Bid Reference:

Enclosure 3a to Part I

(To be completed and enclosed with your bid)

COMPLIANCE STATEMENT FOR

- **PART II – Section A** Special Contract Provisions and **Section B** NCSA General Provisions

It is hereby stated that our bid to IFIB-NCSA-NCHQ-09-07 is fully compliant with the Contractual Provisions, as contained in

- PART II - Section A Special Contract Provisions and
- PART II - Section B NCSA General Provisions

Date:

Signature:

Name and Title:

Company:

Company Bid Reference:

Enclosure 3b to Part I

(To be completed and enclosed with your bid)

COMPLIANCE STATEMENT FOR PART III – Statement of Work

IMPORTANT: This compliance statement must be completed for each offered option(s) or alternative.

It is hereby stated that our bid to IFIB-NCSA-NCHQ-09-07 is fully compliant with the Technical Specifications contained in Part III of the IFIB with the following exception(s):

CLAUSE:	DESCRIPTION OF DEVIATION:
---------	---------------------------

Date:

Signature:

Name and Title:

Company:

Company Bid Reference:

The label below is to be completed by the bidder and affixed/glued to the exterior envelope or parcel with which the Bid Packages are mailed to NCSA.

(Cut along the lines)

<p style="text-align: center;">SEALED BID TO IFIB-NCSA-NCHQ-09- 07</p> <p style="text-align: center;">To be opened by the Contract Award Committee (CAC) only</p> <p>SENDER:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>TO: NCSA - BUDFIN</p> <p>PURCHASING AND CONTRACTING BRANCH</p> <p>Attn: Mr. Mario Quarta</p> <p>C/O Building 239</p> <p>POST BOX No 1</p> <p>7010 SHAPE</p> <p>BELGIUM</p>
--

**NATO COMMUNICATION & INFORMATION SYSTEMS
SERVICES AGENCY**

PROSPECTIVE CONTRACT

Part II – Section A

**to IFIB-NCSA-NCHQ-09-07
SPECIAL CONTRACT PROVISIONS**

**Invitation for International Bidding (IFIB)
for the provision of CIS Consultant services services at for ISAF in
Afghanistan, NCSA HQ 7010 in Belgium and NCISS Latina in Italy**

PART II Section A

SPECIAL CONTRACT PROVISIONS

INDEX OF CLAUSES

1	INTRODUCTION.....	3
2	DEFINITIONS AND ACRONYMS.....	4
3	SECURITY	4
4	GENERAL SCOPE (SOW).....	4
5	MANAGEMENT CLAUSES	4
6	CONTRACTOR KEY PERSONNEL.....	6
7	MINIMUM AND MAXIMUM OBLIGATION	6
8	ORDERING.....	7
9	EXECUTION PERIOD.....	7
10	PRICES	8
11	PAYMENT SCHEDULE AND SETTLEMENT METHOD	8
12	CORRESPONDENCE AND AUTHORITY	9
13	DISPOSITION OF NCSA GENERAL PROVISIONS (Part II Section B)	9

Annex 1: NATO Standardisation Agreement STANAG 6001 (Edition 2)

Annex 2: Non-disclosure agreement

1 INTRODUCTION

1.1 The scope of this project includes three elements distributed in Lots as follows:

- (Lot 1) - First, in view of growing demand for management and monitoring of new systems and applications in ISAF, fifteen (15) Consultants are requested in support of the Joint CIS Control Centre (JCCC) at ISAF HQ.
- (Lot 2) - Second, five (5) Consultants (helpdesk technicians) are requested in direct support of COMKAF CJ6, within the Helpdesk Section in the Kandahar Air Field (KAF) Signal Support Group (KSSG). This post is responsible for operating the helpdesk and troubleshooting IS problems for computer users.
- (Lot 3) - Third, four (4) UHF DAMA consultants are requested to be distributed as follows: (two (2) to be located at NCSA/SMD in Mons - Belgium) and two (2) individuals located at NCISS in Latina (Italy). Those consultants may be temporarily deployed to ISAF operations in Afghanistan.

1.2 Participating nations

The following NATO member countries participate in the funding of this requirement: Albania, Belgium, Bulgaria, Canada, Croatia, Czech Rep, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Turkey, United Kingdom and the United States of America.

1.3 Expected Contract time schedules:

1.3.1 Lots 1 and 2:

The contract for those lots will have a maximum possible duration of 3 years (36 months) distributed as follows:

- a. Base contract period: from contract execution start date (November or December 2009) until the end of 2010
- b. First Option: from 01 January 2011 until 31 December 2011
- c. Second Option: from 01 January 2012 to last until the total of 36 months (Base contract plus options) are exhausted.

1.3.2 Lot 3:

The contract for this lot will have a maximum possible duration of 5 years distributed as follows:

- a. Base contract period: from 01 January 2010 until the end of 2010
- b. Four one-year Options: 2011, 2012, 2013, 2014.

2 DEFINITIONS AND ACRONYMS

- ACO – Allied Command Operations
- CIS – Communications and Information Systems
- COMKAF – Commander KAF, Afghanistan
- HQ – Headquarters
- ISAF – International Security Assistance Force
- JFCB – Joint Forces Command HQ in Brunssum, The Netherlands
- KAF - Kandahar Air Field (Afghanistan)
- KAIA - Kabul International Airport
- NCISS – NATO CIS School at Latina (Italy)
- SMD – Systems Management Division (NCSA HQ)
- TDY – Temporary Duty

3 SECURITY

- 3.1 This contract is a NATO UNCLASSIFIED document. However, the contract may make references to classified documents for which access and/or retention are subject to NATO security rules and procedures.
- 3.2 For the performance of the contract, the Contractor's personnel working at NATO facilities (static Headquarters or deployed locations) will be required to possess a NATO SECRET clearance as specified in the NCSA General Provisions clause titled "CONTRACTOR NATIONALITY, CLEARANCES, INSURANCE AND REGULATIONS".

4 GENERAL SCOPE (SOW)

- 4.1 Part III of this IFIB contains the Statement of Work (SOW) to be performed under the contract. The SOW provides general information about the service to be carried out, specifies the main Contractor's tasks and timelines, and establishes the minimum qualifications for Contractor's personnel.

5 MANAGEMENT CLAUSES

- 5.1 Consultants will be located under following conditions:

- 5.1.1 Lot 1:

- (1) Primary place of work: at ISAF HQ and KAIA in Kabul or any other HQ in Afghanistan that could be designated in the future.

- (2) In and out processing and / or any other specific tasks outside the Theatre shall occur at NCSA HQ at SHAPE B-7010 Belgium.
- (3) Pre-deployment training (if required, subject to the Purchaser's decision) shall take place at a NATO static HQ or another location (outside of the Theatre) situated in one of the participating nations specified in Para 1.2 above. The training location is currently the Czech Republic, Vyskov-Military Academy. The course will be booked by NATO and will be provided free of charge to the company except in case of replacement of a consultant after a performance period less than 240 workdays). In this latter case the replacement consultant days/hours required for training shall not be billable.
- (4) Work at other locations than those specified in Para 5.1.1. (1) and (2) above (if required) shall fall under the clause "CONSULTANTS PLACE OF WORK AND TRAVEL FOR DUTY" of the NCSA General Provisions for Consultant Contracts. However, although JCCC Consultants primary place of work will be Kabul and KAIA, they may be deployed to any other sites in Afghanistan with military transportation and means. This will not give them the right to reimbursement of any Travel Costs or Per Diem and the daily Rate shall remain unchanged.

5.1.2 Lot 2:

- (1) Primary place of work: at KAF (Kandahar Air Field - Afghanistan)
- (2) In and out processing and / or any other specific tasks outside the Theatre shall occur at NCSA HQ at SHAPE B-7010 Belgium.
- (3) Pre-deployment training (if required) shall take place at a NATO static HQ or another location (outside of the Theatre) situated in one of the participating nations specified in Para 1.2 above. The training location is currently the Czech Republic, Vyskov-Military Academy. The course will be booked by NATO and will be provided free of charge to the company except in case of replacement of a consultant after a performance period less than 240 workdays. In this latter case the replacement consultant days/hours required for training shall not be billable.
- (4) Work at other locations than those specified in Para c. (1) and (2) above (if required) shall fall under the clause "CONSULTANTS PLACE OF WORK AND TRAVEL FOR DUTY" of the NCSA General Provisions for Consultant Contracts.

5.1.3 Lot 3:

- (1) Two (2) Consultants shall work at NCSA/SMD located at NCSA HQ at SHAPE B-7010 Belgium as their primary place of work.
- (2) Two (2) Consultants shall work at NCISS located at Latina Italy as their primary place of work.

- (3) Work at other locations than those specified in Para c. (1) and (2) above (including pre-deployment training if required that will be booked by NCSA and will be provided free of charge to the contractor) shall fall under the clause “CONSULTANTS PLACE OF WORK AND TRAVEL FOR DUTY” of the NCSA General Provisions for Consultant Contracts.

5.2 Contracting Officer Technical Representative (COTR).

COTR will be designated in principle in the contract notification letter.

5.3 Performance Requirements and Evaluation

Contractor's performance of the aforementioned tasks shall be subject to NCSA continuous evaluation through the appointed COTR as specified in the SOW.

6 CONTRACTOR KEY PERSONNEL

- 6.1 The personnel (listed at Appendix 1 to Enclosure 1 to Part I) are considered to be key personnel for successful contract performance and are subject to the provisions of ART 16 GENERAL PROVISIONS.

6.2 Language

Consultants shall perform duties in the English language, in both the oral and written form. In that context NATO Standardisation Agreement STANAG 6001 last version shall apply and the Purchaser has the right but is not obligated to submit the offered consultants to a language test prior to commencement of services. The oral (listening and speaking) and written minimum proficiency (reading and writing) levels to be reached are as follows:

6.2.1 Lot 1 – JCCC: see Part III Chapter 2 – Lot 1 Original Job Descriptions.

6.2.2 Lot 2 – KSSG: see Part III Chapter 2 – Lot 2 Original Job Descriptions

6.2.3 Lot 3 – UHF DAMA: 4444

7 MINIMUM AND MAXIMUM OBLIGATION

7.1 Base Contract:

During the base contract period, subject to the actual requirements and budget availability, the Purchaser will order (per Lot), and the Contractor shall provide:

- A minimum amount of effort totalling 50 % of the time (hours/days) specified in Part I for the base contract period (Estimated quantity of hours/days).
- A maximum amount of efforts within the scope of the contract up to an aggregate maximum of 200% of the time (hours/days) specified in Part I for the base contract period (Estimated quantity of hours/days).

7.2 Options:

- 7.2.1 The Purchaser reserves the right, but has no obligation, to exercise Options at any time if and as operations demand, in all or in parts, up to an aggregate maximum as specified (per Lot) for each optional period (Estimated quantity of hours/days).
- 7.2.2 The minimum and maximum obligations for the options are as identified in Paragraph 7.1. under the understanding that the 50% and 200% factors apply to the estimated quantity of hours/days specified for each individual option.
- 7.2.3 Options could be exercised at once or by staged orders and the Purchaser shall not be held liable for any costs or claims that may result to the Contractor if the options or one or more phases of the options are not exercised.
- 7.2.4 Subject to budget availability:
 - Notice of the decision to exercise a yearly Option will be provided to the Contractor not later than one month before the start date of the first Consultant services required.
 - The price of each one-year option shall remain valid for the year provided that the first order related to that option is issued not later than the 28th of February of the year that this option is related to.
 - The prices for IN- and OUT-processing remain valid for the complete duration of the contract Optional period included.

8 ORDERING

Orders to the Contractor for Consultant services will be issued by the Purchaser in writing via a contract and contract modifications signed by the NCSA. The contract or contract modification will provide a detailed description of the services to be delivered and the execution period.

9 EXECUTION PERIOD

- 9.1 The execution period will be defined in the contract. Subject to budget availability it will start between 01 November and 01 Dec 2009 for the base Contract that will possibly be followed by optional contract modifications as specified above.
- 9.2 From the Contract Effective Date (CED) the Contractor will have a maximum of one (1) month to provide the required services. The services of the Consultants shall be available to NATO from that date until any termination date specified in the contract or until such later date as may be agreed between the Contractor

and the Purchaser pursuant to the clause CONTRACT CHANGES AND MODIFICATIONS of the NCSA Contract General Provisions (Part II Section B).

10 PRICES

Prices to be paid for the services performed under the contract are stated in Part I of this contract.

This contract constitutes a firm-fixed-price Indefinite Duration / Indefinite-Quantity Contract (ID/IQ) with minimum and maximum obligations as stated in Para 7 above.

The referred prices include all the expenses in connection with this contract; therefore, no additional sums will be paid to the Contractor for any cost that it could deem as necessary for the performance of the contract, unless otherwise specified in the contract.

11 PAYMENT SCHEDULE AND SETTLEMENT METHOD

11.1 Reference NCSA General Contract Provisions (Part II Section B) clause "PAYMENTS AND INVOICES"

11.2 Payment will be on a calendar monthly basis.

11.3 Days off are not chargeable even in Theatre.

11.4 Attendance Records:

11.4.1 Not later than five (5) working days after the end of the month, two (2) signed copies of the Consultant's work reports shall be submitted to the COTR for certification (through the Consultant who has been designated by the COTR as the Senior Consultant to act as the official liaison between the COTR and the Consultant work force (if any, Cf. NCSA General Provisions Para 20.f.). This period may be extended to cater for absences due to leave, travel on duty, sickness etc.

11.4.2 The work reports shall be in a format to be prescribed by the NCSA Contracting Officer.

11.4.3 The COTR shall retain one copy of the work reports for the records, send one copy to NCSA P&C Office (id required together with the monthly Performance Evaluation Reports). After coordination the Contracting officer will send a copy to the Contractor for invoicing.

12 CORRESPONDENCE AND AUTHORITY

- 12.1 All notices and communications between the Contractor and the Purchaser shall be written and conducted in English and should be mailed, or sent by electronic means to the following addresses:

Purchaser	Contractor
MARIO QUARTA Contracting Officer NATO CIS Services Agency (NCSA) Telephone +32-65-44-6160 Fax: +32-65-44-7892 E-mail: mario.quarta@ncsa.nato.int COTRs Mr. Freddy Bernier, Consultant Senior Contract Administrator. Telephone: +32 65 44 5153 FAX: +32-65-44-7892 e-mail: alfred.bernier@shape.nato.int	

- 12.2 Disclaimer clause:

In accordance with the clause CONTRACT CHANGES AND MODIFICATIONS of Part II Section B General Provisions, any modifications, including changes, additions or deletions and instructions under the contract shall not be binding unless issued in writing by the NCSA Contracting Officer. Should the Contractor follow directions other than from the NCSA Contracting Officer in the performance of the contract, the risk taken will be solely that of the Contractor.

13 DISPOSITION OF NCSA GENERAL PROVISIONS (Part II Section B)

The NCSA GENERAL PROVISIONS FOR CONSULTANT SERVICES at Part II Section B shall be applicable to the Contract taking into account the modifications and changes listed below:

- 13.1 Paragraph 9. CONSULTANT GENERAL WORKING CONDITIONS, subparagraph g. is modified as specified in Part III Chapters 2, 3 and 4 under the title “Hours of Operations” to be understood as “Working Hours”.
- 13.2 Paragraph 10. CONSULTANTS PLACE OF WORK AND TRAVEL FOR DUTY, is modified and supplemented as follows:

- 13.2.1 For Lots 1 and 2, the Clause “Deployment to NATO Theatre of Operations” at Part III Chapter 1 Section 2 Para 6 applies and has precedence.
- 13.2.2 For Lots 1 and 2, as the Consultants must report to NCSA HQ for in- and out processing, NCSA will arrange and pay for the Consultant travel to and from the Primary place of work and to the pre-deployment training location. All other costs for living and accommodations at those locations are at the Contractor expenses and shall be included in the daily rate. After course completion, NCSA will pay for travel, not per diem, to the next location (Primary place of work – ISAF HQ or KAF – or NCSA HQ Mons Belgium).
- 13.2.3 For Lot 3 (UHF DAMA Consultants) the standard clause applies except in case of deployment for which NCSA will arrange and pay for the Consultant travel to the pre-deployment training location and to the Theatre. All other costs for living and accommodations at those locations are at the Contractor expenses and shall be included in the daily rate for deployment.
-

Annex 1

STANAG 6001 (Edition 2)

**NORTH ATLANTIC TREATY ORGANIZATION
ORGANISATION DU TRAITE DE L'ATLANTIQUE NORD**

*NATO STANDARDIZATION AGENCY (NSA)
AGENCE OTAN DE NORMALISATION (AON)
1110 BRUSSELS*

Tel.: (32) 02.707.55.74
Fax : (32) 02.707.57.18
E-mail: nsa@hq.nato.int

11 June 2003

NSA/0524-6001

STANAG 6001 (EDITION 2) - LANGUAGE PROFICIENCY LEVELS

Reference:

MAS(76)340 dated 21 October 1976 (Edition 1)

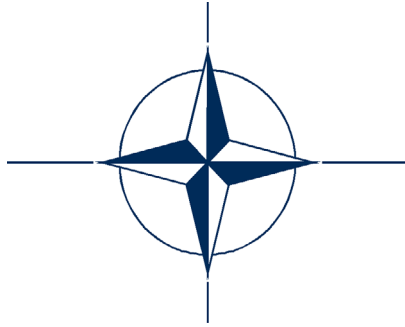
1. The enclosed NATO Standardization Agreement, which has been ratified by nations as reflected in the **NATO Standardization Document Database (NSDD)**, is promulgated herewith.
2. The reference listed above is to be destroyed in accordance with local document destruction procedures.
3. AAP-4 should be amended to reflect the latest status of the STANAG.
4. The Operations Division, IMS considers this an editorial edition to the STANAG; previous ratifying references and implementation details are deemed to be valid.

Jan H ERIKSEN
Rear Admiral, NONA
Director, NSA

Enclosure:

STANAG 6001 (Edition 2)

NORTH ATLANTIC TREATY ORGANIZATION (NATO)



NATO STANDARDIZATION AGENCY (NSA)

STANDARDIZATION AGREEMENT (STANAG)

SUBJECT: LANGUAGE PROFICIENCY LEVELS

Promulgated on 11 June 2003

Jan H ERIKSEN
Rear Admiral, NONA
Director, NSA

RECORD OF AMENDMENTS

No.	Reference/date of amendment	Date entered	Signature

EXPLANATORY NOTES

AGREEMENT

1. This NATO Standardization Agreement (STANAG) is promulgated by the Director NATO Standardization Agency under the authority vested in him by the NATO Standardization Organisation Charter.
2. No departure may be made from the agreement without consultation with the tasking authority. Nations may propose changes at any time to the tasking authority where they will be processed in the same manner as the original agreement.
3. Ratifying nations have agreed that national orders, manuals and instructions implementing this STANAG will include a reference to the STANAG number for purposes of identification.

DEFINITIONS

4. Ratification is "In NATO Standardization, the fulfilment by which a member nation formally accepts, with or without reservation, the content of a Standardization Agreement" (AAP-6).
5. Implementation is "In NATO Standardization, the fulfilment by a member nation of its obligations as specified in a Standardization Agreement" (AAP-6).
6. Reservation is "In NATO Standardization, the stated qualification by a member nation that describes the part of a Standardization Agreement that it will not implement or will implement only with limitations" (AAP-6).

RATIFICATION, IMPLEMENTATION AND RESERVATIONS

7. The NSDD gives the details of ratification, implementation, reservations and comments of this agreement. If no details are shown it signifies that the nation has not yet notified the tasking authority of its intentions. Page iv (and subsequent) gives details of reservations and proprietary rights that have been stated.

FEEDBACK

8. Any comments concerning this publication should be directed to NATO/NSA - Bvd Leopold III - 1110 Brussels - BE.

NATO STANDARDIZATION AGREEMENT
(STANAG)

LANGUAGE PROFICIENCY LEVELS

Related Documents: None

Annex A: Table of Language Proficiency Levels

AIM

1. The aim of this agreement is to provide NATO Forces with a table describing language proficiency levels.

AGREEMENT

2. Participating nations agree to adopt the table of language proficiency levels for the purpose of :

- a. Meeting language requirements for international staff appointments.
- b. Comparing national standards through a standardised table.
- c. Recording and reporting, in international correspondence, measures of language proficiency (if necessary by conversion from national standards).

GENERAL

3. The descriptions at Annex A give detailed definitions of the proficiency levels in the commonly recognised language skills: oral proficiency (listening and speaking) and written proficiency (reading and writing).

PROFICIENCY LEVELS

4. The proficiency skills are broken down into six levels coded 0 through 5. In general terms, skills may be defined as follows:

Level 0		No practical proficiency
Level 1	-	Elementary
Level 2	-	Fair (Limited working)
Level 3	-	Good (Minimum professional)
Level 4	-	Very good (Full professional)
Level 5	-	Excellent (Native/bilingual)

LANGUAGE PROFICIENCY PROFILE

5. Language proficiency will be recorded with a profile of 4 digits indicating the specific skills in the following order:

Skill A (US : L ¹)	Listening
Skill B (US : S)	Speaking
Skill C (US : R)	Reading
Skill D (US : W)	Writing

6. This number of 4 digits will be preceded by the code letters SLP (PLS in French) which is to indicate that the profile shown is the Standardised (S) Language (L) Profile (P). (Example: SLP 3321 means level 3 in listening, level 3 in speaking, level 2 in reading and level 1 in writing).

IMPLEMENTATION OF THE AGREEMENT

7. This STANAG will be considered implemented when a nation has issued the necessary orders/instructions to adopt the table and to put into effect the procedures detailed in this agreement.

¹ The Code letters (US: ...) is for the use of the United States.

TABLE OF LANGUAGE PROFICIENCY LEVELS

ORAL PROFICIENCY SKILL

Level	A (US:L) LISTENING	B (US:S) SPEAKING
0 -	No practical proficiency	No practical proficiency
1 -	<p><u>Elementary</u></p> <p><u>Vocabulary:</u> Adequate for routine courtesy and minimum practical needs related to travelling, obtaining food and lodging, giving simple directions, asking for assistance.</p> <p><u>Listening comprehension:</u> Adequate for very simple short sentences in face-to-face situations. May require much repetition and a slow rate of speech. Fails in situations where there is noise or other interference.</p> <p><u>Grammar and pronunciation:</u> Errors are frequent and may often cause misunderstanding.</p> <p><u>Fluency:</u> Adequate for memorised courtesy expressions and common utterances. Otherwise lacking.</p>	
2 -	<p><u>Fair (Limited Working)</u></p> <p><u>Vocabulary:</u> Adequate for simple social and routine job needs as giving instructions and discussing projects within very familiar subject-matter fields. Word-meanings often unknown, but quickly learned.</p> <p><u>Listening comprehension:</u> Dependable in face-to-face communication within well-known subject-matter fields and in common social contexts. Sometimes requires rewording or slowing of conversational speed. Incomplete in the presence of noise or other interference. Seldom adequate to follow a conversation between two native speakers.</p> <p><u>Grammar and pronunciation:</u> Meaning is accurately expressed in simple sentences. Circumlocution often needed to avoid complex grammar. Foreign-sounding pronunciation very noticeable but usually does not interfere with intelligibility.</p> <p><u>Fluency:</u> Often impaired by hesitation and groping for words.</p>	

Level	A (US:L) LISTENING	B (US:S) SPEAKING
3 -	<p><u>Good (Minimum Professional)</u></p> <p><u>Vocabulary:</u> Adequate for all practical and social conversations and for professional discussions in a known field.</p> <p><u>Listening comprehension:</u> Adequate to follow radio broadcasts, speech conversations between two educated native speakers in the standard language. Details and regional or dialectic forms may be missed, but general meaning is correctly interpreted.</p>	
		<p><u>Grammar and pronunciation:</u> Full range of basic structures well understood, and complex structures used. Mistakes sometimes occur, but meaning accurately conveyed. Pronunciation recognisably foreign but never interferes with intelligibility.</p> <p><u>Fluency:</u> Rarely impaired by hesitations. Flow of speech is maintained by circumlocution when necessary. There is no groping for words.</p>
4 -	<p><u>Very Good (Full Professional)</u></p> <p><u>Vocabulary:</u> Broad, precise, and appropriate to the subject and the occasion.</p> <p><u>Listening comprehension:</u> Adequate for all educated standard speech in any situation. Undisturbed by noise or interference in moderate amount. May occasionally have difficulty with colloquial or regional dialect variations.</p>	
		<p><u>Grammar and pronunciation:</u> Errors seldom occur, and do not interfere with accurate expression of meaning. Non-native speaker pronunciation does not interfere with intelligibility.</p> <p><u>Fluency:</u> Similar to native fluency in known subject fields. Easy for a native speaker to listen to.</p> <p><u>NOTE:</u> This level reflects extensive experience using the language in an environment where it is the primary means of communication.</p>
5 -	<p><u>Excellent (Native/bilingual)</u></p> <p>In all criteria of language proficiency, completely equal to a native speaker of the language. This level of proficiency is not achieved by training, and cannot normally be attained except by natives who have been educated through the secondary level in indigenous schools.</p>	

WRITTEN PROFICIENCY SKILL

Level	C (US:R) READING COMPREHENSION	D (US:W) WRITING
0 -	No practical proficiency	No practical proficiency
1 -	<p><u>Elementary</u></p> <p>Adequate for street signs, public directions, names on buildings, and elementary lesson material. In languages written by alphabet or syllabify, adequate to spell out unknown words and approximate their pronunciation in order to ask a native speaker the meaning.</p>	<p>Has sufficient control of the writing systems to meet limited practical needs. Can produce all symbols in an alphabetic or syllabic writing system. Can write numbers and dates, his own name and nationality, addresses, etc. Otherwise ability to write is limited to simple lists of common items or a few short sentences. Spelling may be erratic.</p>
2 -	<p><u>Fair (Limited working)</u></p> <p>Adequate for intermediate lesson material and simple colloquial texts such as children's books. Requires extensive use of dictionary to read short news items. Written material seldom fully understood without translation.</p>	<p>Can draft routine social correspondence and meet limited professional needs. Is familiar with the mechanics of the writing system, except in character systems where ability is limited to a small stock of high-frequency items. Makes frequent errors in spelling, style and writing conventions. Able to write simple notes and draft routine social and limited office messages. Material normally requires editing by a more highly proficient writer.</p>
3 -	<p><u>Good (Minimum professional)</u></p> <p>Adequate for standard text materials and most technical material in a known professional field; with moderate use of dictionary, adequate for most news items about social, political, economic, and military matters. Information is obtained from written material without translation.</p>	<p>Can draft official correspondence and reports in a special field. Control of structure, spelling, and vocabulary is adequate to convey his message accurately, but style may be quite foreign. All formal writing needs to be edited by an educated native.</p>

Level	C (US:R) READING COMPREHENSION	D (US:W) WRITING
4 -	<p><u>Very Good (Full professional)</u></p> <p>Adequate to read easily and with minimal use of dictionaries, styles of the language occurring in books, magazines and newspapers written for an audience educated to the level of a high school graduate. Adequate to read technical and abstract material in known professional fields.</p> <p><u>NOTE:</u> This level reflects extensive experience using the language in an environment where it is the primary means of communication.</p>	<p>Can draft all levels of prose pertinent to professional needs. Control of structure, vocabulary, and spelling is broad and precise; sense of style is nearly native. Errors are rare and do not interfere with understanding. Nevertheless, drafts or official correspondence and documents need to be edited by an educated native.</p>
5 -	<p><u>Excellent (Native/bilingual)</u></p> <p>In all criteria of language proficiency, completely equal to a native speaker of the language. This level of proficiency is not achieved by training, and cannot normally be attained except by natives who have been educated through the secondary level in indigenous schools.</p>	

Appendix 1 Interpretation of Language Proficiency Levels

INTERPRETATION OF THE LANGUAGE PROFICIENCY LEVELS

LEVEL 0 (NO PROFICIENCY)

LISTENING COMPREHENSION

1. No practical understanding of the spoken language. Understanding is limited to occasional isolated words. No ability to comprehend communication.

SPEAKING

2. Unable to function in the spoken language Oral production is limited to occasional isolated words such as greetings or basic courtesy formulae. Has no communicative ability.

READING COMPREHENSION

3. No practical ability to read the language. Consistently misunderstands or cannot comprehend the written language at all.

WRITING

4. No functional writing ability.

LEVEL 1 (ELEMENTARY)

LISTENING COMPREHENSION

5. Can understand common familiar phrases and short simple sentences about everyday needs related to personal and survival areas such as minimum courtesy, travel, and workplace requirements when the communication situation is clear and supported by context. Can understand concrete utterances, simple questions and answers, and very simple conversations. Topics include basic needs such as meals, lodging, transportation, time, simple directions and instructions. Even native speakers used to speaking with non-natives must speak slowly and repeat or reword frequently. There are many misunderstandings of both the main idea and supporting facts. Can only understand spoken language from the media or among native speakers if content is completely unambiguous and predictable.

SPEAKING

6. Able to maintain simple face-to-face communication in typical everyday situations. Can create with the language by combining and recombining familiar, learned elements of speech. Can begin, maintain, and close short conversations by asking and answering short simple questions. Can typically satisfy simple, predictable, personal and accommodation

needs; meet minimum courtesy, introduction, and identification requirements; exchange greetings; elicit and provide predictable, skeletal biographical information; communicate about simple routine tasks in the workplace; ask for goods, services, and assistance; request information and clarification; express satisfaction, dissatisfaction, and confirmation. Topics include basic needs such as ordering meals, obtaining lodging and transportation, shopping. Native speakers used to speaking with non-natives must often strain, request repetition, and use real-world knowledge to understand this speaker. Seldom speaks with natural fluency, and cannot produce continuous discourse, except with rehearsed material. Nonetheless, can speak at the sentence level and may produce strings of two or more simple, short sentences joined by common linking words. Frequent errors in pronunciation, vocabulary, and grammar often distort meaning. Time concepts are vague. May often use only one tense or tend to avoid certain structures. Speech is often characterised by hesitations, erratic word order, frequent pauses, straining and groping for words (except for routine expressions), ineffective reformulation, and self-corrections.

READING COMPREHENSION

7. Can read very simple connected written material, such as unambiguous texts that are directly related to everyday survival or workplace situations. Texts may include short notes; announcements; highly predictable descriptions of people, places, or things; brief explanations of geography, government, and currency systems simplified for non-natives; short sets of instructions and directions (application forms, maps, menus, directories, brochures, and simple schedules). Understands the basic meaning of simple texts containing high frequency structural patterns and vocabulary, including shared international terms and cognates (when applicable). Can find some specific details through careful or selective reading. Can often guess the meaning of unfamiliar words from simple context. May be able to identify major topics in some higher level texts. However, may misunderstand even some simple texts.

WRITING

8. Can write to meet immediate personal needs. Examples include lists, short notes, post cards, short personal letters, phone messages, and invitations as well as filling out forms and applications. Writing tends to be a loose collection of sentences (or fragments) on a given topic, with little evidence of conscious organization. Can convey basic intention by writing short, simple sentences, often joined by common linking words. However, errors in spelling, vocabulary, grammar, and punctuation are frequent. Can be understood by native readers used to non-natives' attempts to write.

LEVEL 2 (LIMITED WORKING)

LISTENING COMPREHENSION

9. Sufficient comprehension to understand conversations on everyday social and routine job-related topics. Can reliably understand face-to-face speech in a standard dialect, delivered at a normal rate with some repetition and rewording, by a native speaker not used to speaking with non-natives. Can understand a wide variety of concrete topics, such as personal and family news, public matters of personal and general interest, and routine work matters presented through descriptions of persons, places, and things; and narration about

current, past, and future events. Shows ability to follow essential points of discussion or speech on topics in his/her special professional field. May not recognise different stylistic levels, but recognises cohesive devices and organising signals for more complex speech. Can follow discourse at the paragraph level even when there is considerable factual detail. Only occasionally understands words and phrases of statements made in unfavorable conditions (for example, through loudspeakers outdoors or in a highly emotional situation). Can usually only comprehend the general meaning of spoken language from the media or among native speakers in situations requiring understanding of specialised or sophisticated language. Understands factual content. Able to understand facts but not subtleties of language surrounding the facts.

SPEAKING

10. Able to communicate in everyday social and routine workplace situations. In these situations the speaker can describe people, places, and things; narrate current, past, and future activities in complete, but simple paragraphs; state facts; compare and contrast; give straightforward instructions and directions; ask and answer predictable questions. Can confidently handle most normal, casual conversations on concrete topics such as job procedures, family, personal background and interests, travel, current events. Can often elaborate in common daily communicative situations, such as personal and accommodation-related interactions; for example, can give complicated, detailed, and extensive directions and make non-routine changes in travel and other arrangements. Can interact with native speakers not used to speaking with non-natives, although natives may have to adjust to some limitations. Can combine and link sentences into paragraph-length discourse. Simple structures and basic grammatical relations are typically controlled, while more complex structures are used inaccurately or avoided. Vocabulary use is appropriate for high-frequency utterances but unusual or imprecise at other times. Errors in pronunciation, vocabulary, and grammar may sometimes distort meaning. However, the individual generally speaks in a way that is appropriate to the situation, although command of the spoken language is not always firm.

READING COMPREHENSION

11. Sufficient comprehension to read simple authentic written material on familiar subjects. Can read straightforward, concrete, factual texts, which may include descriptions of persons, places, and things; and narration about current, past, and future events. Contexts include news items describing frequently recurring events, simple biographical information, social notices, routine business letters, and simple technical material intended for the general reader. Can read uncomplicated but authentic prose on familiar subjects that are normally presented in a predictable sequence that aids the reader in understanding. Can locate and understand the main ideas and details in material written for the general reader and can answer factual questions about such texts. Cannot draw inferences directly from the text or understand the subtleties of language surrounding factual material. Can readily understand prose that is predominately constructed in high frequency sentence patterns. While active vocabulary may not be broad, the reader can use contextual and real-world cues to understand texts. May be slow in performing this task, and may misunderstand some information. May be able to summarise, sort, and locate specific information in higher level texts concerning his/her special professional field, but not consistently or reliably.

WRITING

12. Can write simple personal and routine workplace correspondence and related documents, such as memoranda, brief reports, and private letters, on everyday topics. Can state facts; give instructions; describe people, places, and things; can narrate current, past, and future activities in complete, but simple paragraphs. Can combine and link sentences into connected prose; paragraphs contrast with and connect to other paragraphs in reports and correspondence. Ideas may be roughly organised according to major points or straightforward sequencing of events. However, relationship of ideas may not always be clear, and transitions may be awkward. Prose can be understood by a native not used to reading material written by non-natives. Simple, high frequency grammatical structures are typically controlled, while more complex structures are used inaccurately or avoided. Vocabulary use is appropriate for high frequency topics, with some circumlocutions. Errors in grammar, vocabulary, spelling, and punctuation may sometimes distort meaning. However, the individual writes in a way that is generally appropriate for the occasion, although command of the written language is not always firm.

LEVEL 3 (MINIMUM PROFESSIONAL)

LISTENING COMPREHENSION

13. Able to understand most formal and informal speech on practical, social, and professional topics, including particular interests and special fields of competence. Demonstrates, through spoken interaction, the ability to effectively understand face-to-face speech delivered with normal speed and clarity in a standard dialect. Demonstrates clear understanding of language used at interactive meetings, briefings, and other forms of extended discourse, including unfamiliar subjects and situations. Can follow accurately the essentials of conversations among educated native speakers, lectures on general subjects and special fields of competence, reasonably clear telephone calls, and media broadcasts. Can readily understand language that includes such functions as hypothesising, supporting opinion, stating and defending policy, argumentation, objections, and various types of elaboration. Demonstrates understanding of abstract concepts in discussion of complex topics (which may include economics, culture, science, technology) as well as his/her professional field. Understands both explicit and implicit information in a spoken text. Can generally distinguish between different stylistic levels and often recognises humor, emotional overtones, and subtleties of speech. Rarely has to request repetition, paraphrase, or explanation. However, may not understand native speakers if they speak very rapidly or use slang, regionalisms, or dialect.

SPEAKING

14. Able to participate effectively in most formal and informal conversations on practical, social, and professional topics. Can discuss particular interests and special fields of competence with considerable ease. Can use the language to perform such common professional tasks as answering objections, clarifying points, justifying decisions, responding to challenges, supporting opinion, stating and defending policy. Can demonstrate language competence when conducting meetings, delivering briefings or other extended and elaborate monologues, hypothesising, and dealing with unfamiliar subjects and situations. Can reliably elicit information and informed opinion from native speakers. Can convey abstract concepts

in discussions of such topics as economics, culture, science, technology, philosophy as well as his/her professional field. Produces extended discourse and conveys meaning correctly and effectively. Use of structural devices is flexible and elaborate. Speaks readily and in a way that is appropriate to the situation. Without searching for words or phrases, can use the language clearly and relatively naturally to elaborate on concepts freely and make ideas easily understandable to native speakers. May not fully understand some cultural references, proverbs, and allusions, as well as implications of nuances and idioms, but can easily repair the conversation. Pronunciation may be obviously foreign. Errors may occur in low frequency or highly complex structures characteristic of a formal style of speech. However, occasional errors in pronunciation, grammar, or vocabulary are not serious enough to distort meaning, and rarely disturb the native speaker.

READING COMPREHENSION

15. Able to read with almost complete comprehension a variety of authentic written material on general and professional subjects, including unfamiliar subject matter. Demonstrates the ability to learn through reading. Comprehension is not dependent on subject matter. Contexts include news, informational and editorial items in major periodicals intended for educated native readers, personal and professional correspondence, reports, and material in special fields of competence. Can readily understand such language functions as hypothesising, supporting opinion, argumentation, clarification, and various forms of elaboration. Demonstrates understanding of abstract concepts in texts on complex topics (which may include economics, culture, science, technology), as well as his/her professional field. Almost always able to interpret material correctly, to relate ideas, and to "read between the lines," or understand implicit information. Can generally distinguish between different stylistic levels and often recognises humor, emotional overtones, and subtleties of written language. Misreading is rare. Can get the gist of higher level, sophisticated texts, but may be unable to detect all nuances. Cannot always thoroughly comprehend texts that have an unusually complex structure, low frequency idioms, or a high degree of cultural knowledge embedded in the language. Reading speed may be somewhat slower than that of a native reader.

WRITING

16. Can write effective formal and informal correspondence and documents on practical, social, and professional topics. Can write about special fields of competence with considerable ease. Can use the written language for essay-length argumentation, analysis, hypothesis, and extensive explanation, narration, and description. Can convey abstract concepts when writing about complex topics (which may include economics, culture, science, and technology) as well as his/her professional field. Although techniques used to organise extended texts may seem somewhat foreign to native readers, the correct meaning is conveyed. The relationship and development of ideas are clear, and major points are coherently ordered to fit the purpose of the text. Transitions are usually successful. Control of structure, vocabulary, spelling, and punctuation is adequate to convey the message accurately. Errors are occasional, do not interfere with comprehension, and rarely disturb the native reader. While writing style may be non-native, it is appropriate for the occasion. When it is necessary for a document to meet full native expectations, some editing will be required.

LEVEL 4 (FULL PROFESSIONAL)

LISTENING COMPREHENSION

17. Understands all forms and styles of speech used for professional purposes, including language used in representation of official policies or points of view, in lectures, and in negotiations. Understands highly sophisticated language including most matters of interest to well-educated native speakers even on unfamiliar general or professional-specialist topics. Understands language specifically tailored for various types of audiences, including that intended for persuasion, representation, and counseling. Can easily adjust to shifts of subject matter and tone. Can readily follow unpredictable turns of thought in both formal and informal speech on any subject matter directed to the general listener. Understands utterances from a wide spectrum of complex language and readily recognises nuances of meaning and stylistic levels as well as irony and humor. Demonstrates understanding of highly abstract concepts in discussions of complex topics (which may include economics, culture, science, and technology) as well as his/her professional field. Readily understands utterances made in the media and in conversations among native speakers both globally and in detail; generally comprehends regionalisms and dialects.

SPEAKING

18. Uses the language with great precision, accuracy, and fluency for all professional purposes including the representation of an official policy or point of view. Can perform highly sophisticated language tasks, involving most matters of interest to well-educated native speakers, even in unfamiliar general or professional-specialist situations. Can readily tailor his/her use of the language to communicate effectively with all types of audiences. Demonstrates the language skills needed to counsel or persuade others. Can set the tone of both professional and non-professional verbal exchanges with a wide variety of native speakers. Can easily shift subject matter and tone and adjust to such shifts initiated by other speakers. Communicates very effectively with native speakers in situations such as conferences, negotiations, lectures, presentations, briefings, and debates on matters of disagreement. Can elaborate on abstract concepts and advocate a position at length in these circumstances. Topics may come from such areas as economics, culture, science, and technology, as well as from his/her professional field. Organises discourse well, conveys meaning effectively, and uses stylistically appropriate discourse features. Can express nuances and make culturally appropriate references. Speaks effortlessly and smoothly, with a firm grasp of various levels of style, but would seldom be perceived as a native speaker. Nevertheless, any shortcomings, such as non-native pronunciation, do not interfere with intelligibility.

READING

19. Demonstrates strong competence in reading all styles and forms of the written language used for professional purposes, including texts from unfamiliar general and professional-specialist areas. Contexts include newspapers, magazines, and professional literature written for the well-educated reader and may contain topics from such areas as economics, culture, science, and technology, as well as from the reader's own field. Can readily follow unpredictable turns of thought on any subject matter addressed to the general reader. Shows both global and detailed understanding of texts including highly abstract concepts. Can understand almost all cultural references and can relate a specific text to

other written materials within the culture. Demonstrates a firm grasp of stylistic nuances, irony, and humor. Reading speed is similar to that of a native reader. Can read reasonably legible handwriting without difficulty.

WRITING

20. Can write the language precisely and accurately for all professional purposes including the representation of an official policy or point of view. Can prepare highly effective written communication in a variety of prose styles, even in unfamiliar general or professional-specialist areas. Demonstrates strong competence in formulating private letters, job-related texts, reports, position papers, and the final draft of a variety of other papers. Shows the ability to use the written language to persuade others and to elaborate on abstract concepts. Topics may come from such areas as economics, culture, science, and technology as well as from the writer's own professional field. Organises extended texts well, conveys meaning effectively, and uses stylistically appropriate prose. Shows a firm grasp of various levels of style and can express nuances and shades of meaning.

LEVEL 5 (NATIVE/BILINGUAL)

LISTENING COMPREHENSION

21. Comprehension equivalent to that of the well-educated native listener. Able to fully understand all forms and styles of speech intelligible to the well-educated native listener, including a number of regional dialects, highly colloquial speech, and language distorted by marked interference from other noise.

SPEAKING

22. Speaking proficiency is functionally equivalent to that of a highly articulate well-educated native speaker and reflects the cultural standards of the country or areas where the language is natively spoken. The speaker uses the language with great flexibility so that all speech, including vocabulary, idioms, colloquialisms, and cultural references, is accepted as native by well-educated native listeners. Pronunciation is consistent with that of well-educated native speakers of a standard dialect.

READING COMPREHENSION

23. Reading proficiency is functionally equivalent to that of the well-educated native reader. Able to fully comprehend all forms and styles of the written language understood by the well-educated native reader. Demonstrates the same facility as the well-educated, non-specialist native when reading general legal documents, technical writing, and literature, including both experimental prose and classical texts. Can read a wide variety of handwritten documents.

WRITING

24. Writing proficiency is functionally equivalent to that of a well-educated native writer. Uses the organisational principles and stylistic devices that reflect the cultural norms of natives when writing formal and informal correspondence, official documents, articles for publication, and material related to a professional specialty. Writing is clear and informative.

Annex 2

NON DISCLOSURE AGREEMENT

Consultant Non-Disclosure Agreement & Certification

Name:

Company:

Contract Number:

This Agreement and Consultant Certification is made between the NATO CIS Services Agency (NCSA) and the individual Consultant and company listed herein. The Consultant has been engaged to perform certain consulting services for NCHQ Headquarters (HQ), and in connection therewith will be given access to certain confidential and proprietary information and Acquisition related information.

1. Consultant Certification:

Consultant acknowledges that he/she will participate as a consultant at an organization or activity that conducts or is involved with Acquisition related activities. Some of Consultant's duties will expose him/her to acquisition information which he/she cannot release to others nor can he/she use for the financial benefit of him/herself or others. Consultant understands that the release of proprietary and source selection information is governed by Bi-Strategic Command Acquisition Directive 60-70 and NATO ethics guidelines. Consultant certifies that he/she will not knowingly disclose any contractor bid or proposal or source selection information directly or indirectly to any person other than a person authorized by the Head of the Contracts. Consultant understands that unauthorized disclosure of such information may subject him/her and his/her company or organization to substantial administrative, civil and/or criminal penalties in accordance with applicable laws and regulations.

Consultant realizes that his/her actions in connection with consulting with NCSA HQ are subject to intense scrutiny and will conduct his/herself in a way that will not adversely affect the confidence of the public in the acquisition process.

2. Proprietary Information

Consultant acknowledges NCSA's confidential information includes, without limitation, information relating to the NCSA's research, development, products, trade secrets, know-how, contingency plans, budgeting, customers, finances and personnel, and procurement information or any other related information without regard for whether such information would otherwise be deemed routine. NCSA's confidential information, (excepting Procurement Sensitive Information), does not include any information that (i) Consultant knew before NCSA disclosed it to the Consultant; (ii) has become publicly known through no wrongful act of Consultant; or (iii) the Consultant developed independently, as evidenced by appropriate documentation.

All NCSA confidential information remains the property of the NCSA and no license or other rights in NCSA confidential information is granted hereby. All information is provided "AS IS" and without any warranty, expressed, implied or otherwise, regarding its accuracy or usability. Further, the Consultant agrees to return all NCSA confidential information, including but not limited to all computer programs, documentation, notes, plans, briefings, budgets and copies thereof, to NCSA upon request.

3. Non-Disclosure

a. Consultant shall disclose or give access to confidential or Proprietary Information only to such Consultant's employees, agents or contractors ("Consultant Personnel") having a need-to-know in connection with Consultant's engagement and for use in connection therewith. Consultant will advise Consultant Personnel having access to Proprietary Information of the confidential and proprietary nature thereof. The Consultant is expressly restricted from Disclosing Procurement Sensitive Information outside NCSA without approval of the Head of Contracts prior to release.

b. Procurement Sensitive Information. The types of information considered Procurement Sensitive or Source Selection Information include Contractor Bid or Proposal Information and Source Selection Information generated by NCSA in its evaluation or assessment of the bid or proposal.

c. Contractor Bid or Proposal Information includes any of the following:

- Cost or pricing data;
- Indirect costs or labor rates;
- Proprietary information; and
- Information marked by any contractor with restrictive markings

d. Source Selection Information includes any of the following:

- Bid prices before bid opening;
- Proposed costs or prices in negotiated procurement;
- Source selection plans;
- Technical evaluation plans;
- Technical evaluations of proposals;
- Cost or price evaluations of proposals;
- Competitive range determinations;
- Rankings of bids, proposals, or competitors;
- Reports and evaluations of source selection panels, boards, or advisory councils; and
- Other information marked as source selection information if release would jeopardize the integrity of the competition.

4. Copies

Any copies or reproductions of the Proprietary Information shall bear the copyright or proprietary notices contained in the original.

5. Termination

Consultant shall, upon completion of the tasks assigned to Consultant, upon termination of Consultant's engagement with respect to NCSA, or upon demand, whichever is earliest, return any and all confidential and Proprietary Information (including any copies or reproductions thereof) in its possession or control.

6. Unauthorized Use

Consultant shall promptly advise the NCSA Head of Contracts in writing if it learns of any unauthorized use or disclosure of confidential or Proprietary Information by any Consultant Personnel or former Consultant Personnel.

7. Work Product

Consultant shall have no proprietary interest in the work product developed by consultant during the course of its engagement and expressly assigns all rights to copyrights, patents, trade secrets or other proprietary rights to the NCSA.

8. Indemnification

Consultant, at its own expense, shall defend, indemnify and hold harmless NCSA, its licensees, employees and agents, from any claim, demand, cause of action, debt or liability (including attorneys' fees) to the extent it is based on a claim that Consultant Personnel in the course of their engagement to NCSA infringed or violated the patent, copyright, license or other proprietary right of a third party, provided Consultant is notified promptly of such claim.

9. Injunctive Relief

Consultant acknowledges the use or disclosure of the confidential or Proprietary Information in a manner inconsistent with this agreement will cause NCSA irreparable damage, and NCSA shall have the right to equitable and injunctive relief to prevent the unauthorized use or disclosure, and to such damages as are occasioned by such unauthorized use or disclosure.

10. Governing Law

This agreement shall be governed by private contract law in the Kingdom of Belgium.

NATO CIS Services Agency

By:_____ (DATE)_____

MARIO QUARTA
P&C BRANCH CHIEF
NATO CIS Services Agency

Consultant (Name of Contractor Company)

By:_____ (DATE)_____

-- Name --, President/CEO

Consultant's Employee (Contractor Company)

BY:_____ (DATE)_____

--- Employee name and position ---

**NATO COMMUNICATION & INFORMATION SYSTEMS
SERVICES AGENCY**

PROSPECTIVE CONTRACT

**Part II – Section B
to IFIB-NCSA-NCHQ-09-07**

NCSA GENERAL PROVISIONS FOR CONSULTANT CONTRACTS

Please consult:

http://www.ncsa.nato.int/business/doc/Consultants_GTC_03_06_09.pdf

**Invitation for International Bidding (IFIB)
for the provision of CIS Consultant services at for ISAF in
Afghanistan, NCSA HQ 7010 in Belgium and NCISS Latina in Italy**

**NATO COMMUNICATION & INFORMATION SYSTEMS
SERVICES AGENCY**

PROSPECTIVE CONTRACT

Part III

to IFIB-NCSA-NCHQ-09-07

STATEMENT OF WORK

**Invitation for International Bidding (IFIB)
for the provision of CIS Consultant services for ISAF in Afghanistan, NCSA
HQ 7010 in Belgium and NCISS Latina in Italy**

Statement of Work for CIS Consultant services at

- Lot 1: ISAF CJ6 SSG JCCC, Kabul, Afghanistan and other locations
- Lot 2: ISAF KAF SSG, Kandahar, Afghanistan
- Lot 3: NCSA HQ 7010 Belgium and NCISS Latina Italy

Table of Contents

Chapter 1 - GENERAL	4
SECTION I – DEFINITIONS.....	4
1. Technical Terms and Acronyms.....	4
SECTION 2 – EXECUTIVE SUMMARY AND SCOPE OF WORK.....	5
1. Scope of Project.....	5
2. Requirement	6
3. Background and Site Information	6
4. Security Clearance	6
5. Availability of Contractor/consultant.....	6
6. Deployment to a NATO Theatre of Operations	7
7. Language	12
8. Qualifications / Education/Training	12
9. Standard Automatic Data Processing Knowledge.....	12
10. Physical Security/Safety Requirements	12
11. Direction	12
12. Quality Assurance and Evaluation	12
12.1 General	12
12.2 PERFORMANCE EVALUATION SYSTEM	13
13. Hours of Operations:	14
14. Recognized Holidays.....	14
SECTION 3 – NCSA FURNISHED PROPERTY AND SERVICES	14
SECTION 4 – CONTRACTOR/CONSULTANT FURNISHED EQUIPMENT AND/OR SERVICES.....	14
SECTION 5 – DELIVERABLES	14
Chapter 2 – Lot 1 JCCC Consultants.....	16
SECTION I – SCOPE OF WORK.....	16
1. REQUIREMENT.....	16
2. CONSULTANTS POST DETAILS.....	17
Post 1 - LAN/WAN Engineer	18
Post 2, 3, 4 - Functional Systems Administrator	21
Post 5,6 – Service Desk	23
Post 7 – CIS Training Supervisor	25
Post 8 – CIS Trainer.....	28
Post 9,10 – Radio Technician	30
Post 11 – Network Administrator	33
Post 12 – System Administrator	36
Post 13 – Configuration Manager	39
Post 14 – Depot Hardware Technician	41
Post 14 – Depot Hardware Technician	41
Post 15 – Repair/Exchange Specialist.....	43
3. PHYSICAL SECURITY/SAFETY REQUIREMENTS	44

4.	HOURS OF OPERATIONS AT DEPLOYED LOCATIONS:	44
5.	RECOGNIZED HOLIDAYS	44
Chapter 3 – Lot 2 KSSG CIS Consultants		45
SECTION I – SCOPE OF WORK		45
1.	Requirement	45
2.	CONSULTANTS POST DETAILS	46
Post 1,2,3 – Service Desk		47
Post 4 – System Administrator		49
Post 5 – Network Administrator		52
3.	PHYSICAL SECURITY/SAFETY REQUIREMENTS	55
4.	HOURS OF OPERATIONS AT KAF:	55
5.	RECOGNIZED HOLIDAYS	55
Chapter 4 – Lot 3 UHF DAMA Consultants		56
SECTION I – SCOPE OF WORK		56
1.	Introduction	56
2.	Functional Requirements and tasks to be performed	56
2.1	NCISS UHF DAMA consultants:	56
2.2	NCSA/SMD UHF DAMA consultants:	58
3.	Qualifications and experience	60
4.	Standard Automatic Data Processing Knowledge	62
5.	Physical Security/Safety Requirements	62
6.	Hours of Operations:	62
7.	Recognized Holidays	62
Annex A: CONDITIONS OF WORK AND LIVING IN ISAF HQ KABUL		63
Annex B : KANDAHAR AIRFIELD (KAF) GUIDE		66
Arranging for the visas and payment for the visas will be the obligation and responsibility of the Contractor. Annex C: Technical specifications		68
Annex C: Technical specifications		69
Annex D : Military Academy at Vyskov		72

Chapter 1 - GENERAL**SECTION I – DEFINITIONS****1. Technical Terms and Acronyms**

ADP	Automated Data Processing
AFG	Afghanistan
AOO	Area of Operation
BGP	Boundary Gateway Protocol
BME	Bandwidth Management Equipment
CCDA	CISCO Certified Design Associate
CCNA	CISCO Certified Network Associate
CIS	Communication and Information Systems
CJ6	CIS department
CLD	CIS Logistics Depot
CPU	Central Processing Unit
EIGRP	Enhanced Interior Gateway Protocol
EMR	Equipment Maintenance Request
ePO	Enterprise Policy Orchestrator
GRE	Generic Routing Encapsulation
HF	High Frequency
HQ	Headquarter
HSG	Headquarter Support Group
ICN	ISAF Command Network
IDNX	Integrated Digital Network eXchange
IED	Improvised Explosive Device
INMARSAT	Commercial Communications Satellite
IROA	Islamic Republic of Afghanistan
ISAF	International Security Assistance Force
ITIL	Information Technology Infrastructure Library
JCCC	Joint CIS Control Centre
JOA	Joint Operation Area
JTMS	Joint Theatre Movement Centre
KAF	Kandahar Air Field
KAIA	Kabul International Airport
KATO	KAIA Air Transport Office
LAN	Local Area Network
LOS	Line of Sight
MCMS	Maintenance control and Management System
MCSE	Microsoft Certified System Engineer
MRCS	Memorandum of Receipt Control System
MS	Mission Secret
MU	Mission Unclassified
NAMSA	NATO Maintenance and Supply Agency
NATO	North Atlantic Treaty Organisation

NC3A	NATO Command, Control and Consultation Agency
NCSA	NATO CIS Services Agency
NDSS	NATO Depot and Support System
NIDTS	NATO Information Dissemination and Transport System
NS	NATO Secret
NU	NATO Unclassified
OS	Operating Systems
OSPF	Open Shortest Path First
P&C	Procurement and Contracting
PABX	Private Branch Exchange
POC	Point of Contact
PRT	Provincial Reconstruction Teams
RC	Regional Command (N-North, S-South, W-West, E-East)
RDSS	Regional Depot Supply System
SATCOM	Satellite Communications
SHF	Satellite High Frequency
SLP	Standardised (S) Language (L) Profile (P)
SOP	Standard Operating Procedure
SOW	Statement of Work
SQL	Standard Query Language
SSG	Signal Support Group
TACSAT	Tactical Satellite
UHF	Ultra High Frequency
VHF	Very High Frequency
WAN	Wide Area Network
WSUS	Windows Server Update Service

SECTION 2 – EXECUTIVE SUMMARY AND SCOPE OF WORK

1. Scope of Project

The scope of this project includes three elements:

- First, in view of growing demand for management and monitoring of new systems and applications in ISAF, fifteen (15) specialists in different Communication and Information System fields, further called “Consultants” are requested in support of the Joint CIS Control Centre (JCCC) at ISAF HQ CJ6 in Kabul in AFG (**Lot 1**).
- Second, five (5) Consultants (helpdesk technicians) are requested in direct support of COMKAF CJ6, within the Helpdesk Section in the Kandahar Air Field (KAF) Signal Support Group (KSSG). This post is responsible for operating the helpdesk and troubleshooting IS problems for computer users (**Lot 2**).
- Third, four (4) UHF DAMA consultants are requested to be distributed as follows: (two (2) to be located at NCSA/SMD in Mons - Belgium) and two (2)

individuals located at NCISS in Latina (Italy). Those consultants may be temporarily deployed to ISAF operations in Afghanistan **(Lot 3)**.

2. Requirement

- a. The Consultants shall perform the tasks and duties as specified in the Chapters hereafter:
 - Chapter 2: Lot 1 - JCCC Consultants
 - Chapter 3: Lot 2 - KSSG Consultants
 - Chapter 4: Lot 3 - UHF DAMA Consultants
- b. Additional duties:
 - (1) Performance of other related duties as directed or assigned.
 - (2) May be called upon to perform like duties elsewhere in the NATO headquarters (static or deployed) according to the exigencies of the service.
 - (3) Frequent internal and external co-ordination with operational staff from NATO headquarters and operational units, concerning the resolution of communications issues and provision of technical input to higher level operational and system management staff.

3. Background and Site Information

- a. The HQ ISAF Afghanistan is located at Kabul. As depicted at Annex A, living conditions in HQ ISAF may be deemed austere. Lodging will be arranged on the ISAF HQ military compound or at any other location to be specified by this command. Currently, the lodging consists of portable buildings and will be provided at no cost to the Consultants.
- b. The KSSG is located in a fast-paced, multinational environment. As depicted at Annex B, living conditions in KAF may be deemed austere. Lodging will be arranged on the KAF military compound. Currently, the lodging consists of portable buildings and will be provided at no cost to the Consultants.
- c. For UHS DAMA support normal working conditions apply except during possible temporary deployment periods.
 - (1) NCSA/SMD is located in Mons Belgium. The work is normally performed in a windowless secure facility.
 - (2) NCISS is based in Latina, Italy.

4. Security Clearance

See Special and NCSA General Provisions for consultant contracts (Part II Section A Para 3).

5. Availability of Contractor/consultant

The Consultants are requested on a full time basis. Hours of operations are specified per Lot in the following chapters.

6. Deployment to a NATO Theatre of Operations

6.1. Required Qualifications/Arrangements

The Contractor shall be responsible for ensuring that the Contractor's Personnel are suitably protected and medically fit to work under this Contract, and will at a minimum guarantee:

- All on-site personnel shall be in possession of flak jacket and helmet.
- All contractors' personnel shall ensure their passports are valid at the beginning of the deployment for at least 12 months. If this requirement cannot be met for any reason, the deployment must not extend beyond the validity period of the passport held by the contractor / Consultant. Visas for the contractor's personnel may be required – please refer to the Visa requirements described further in the SOW.
- All on-site personnel shall have adequate medical and indemnity insurance.
- All on-site personnel shall have completed all national medical formalities prior to departure and hold current medical certificates.
- Medical care can only be provided by ISAF to Contractor personnel in the case of life & limb threat situations. Any additional services provided by ISAF to Contractor personnel are at the ISAF Commander discretion and may be billed to the individual accordingly. Emergency medical evacuation from the ISAF theatre is a Contractor responsibility. While in theatre, the Contractor's personnel must follow all security and safety regulations and instructions issued by NATO authorities.

NATO reserves the right to refuse access to its facilities for failure to respond to the minimum requirements as stated herein. Costs for failure to comply or delay in compliance attributable to the Contractor or its personnel will be determined unallowable and therefore relieving NCSA of the liability for payment.

The required documents (insurance, passport etc.) should be submitted as soon as possible to the Contracting Office time for review. A minimum of 5 business days before scheduled deployment date is required.

a. Personnel Protection

- (1) Pre-deployment training will be arranged by NCSA HQ in accordance with Part II Para 5. If the consultant has been in theatre and received deployment training within the past 12 months, only a 3 day refresher course will be required. If not, the initial course is 2 weeks in duration. The Training location will be a city within NATO Boundaries that is currently the Czech Republic, Vyskov-Military Academy. As a matter of example information about the training session in June 2009 is attached at Annex D. Changes of the location for future training sessions and of conditions are likely / possible.

- (2) All on-site personnel shall be in possession of, and wear protective gear (e.g. flak jackets and helmets) as a minimum as directed by the local command. Access pass will be provided.

The Contractor's personnel shall use the protective gear that may be made available by NATO and return it after the mission in the same condition as received. Should NATO fail to provide the protective gear then the Contractor shall be requested to provide the equipment meeting NATO standards. Should the latter option be chosen and billed to NCSA then the protective gear will become NATO property after the mission.

The current standard for NATO Civilian Body Armor is NIJ IIIA, Dark Blue.

The current standard for NATO Civilian Helmet is V50 Ballistic Standard at 650 m/s.

Note: the price of the gear mentioned above, shall be that specified by the Contractor in his winning bid.

Accountability for all purchased protective gear is that of the Contractor. The contractor shall maintain a property list and submit it with each invoice. The Contractor shall disposition the protective gear as directed by NCSA.

b. Medical and Insurance Requirements

Since NATO support in theatre is limited, the Contractor shall be responsible for ensuring that the nominated individual is medically fit and suitably covered by insurance(s). Personnel must be capable of performing their duties in challenging environmental and working conditions, with extreme temperatures ranges and long, STANDARD working hours are up to 12 hours a day/7 days a week. All on-site personnel shall have medical, life- and indemnity insurance

- all on-site personnel shall have completed all national medical formalities, of which they are a citizen, prior to departure and hold current medical certificates;
- early repatriation of contractor personnel: repatriation for death or health reasons shall be covered by the health insurance of the contractor.
- As a courtesy matter only, further information, public and private medical services available in Kabul and providers are described on this web page: http://kabul.usembassy.gov/medical_information2.html

c. Travel

- (1) Travel to the theatre and back, will be through flights, some of which may be military flights and will be arranged by NCSA HQ for deployment.
- (2) Consultants having their primary place of work at a deployed location shall first report to the NCSA HQ or to another designated NATO / NCSA static HQ for

local administrative in action and, if required, shall travel to the pre-deployment training location.

- (3) Travel for leave or consultants / contractors business not duty related shall be the responsibility of the contractor utilising civilian flights. In those cases the Visas in the passports are required. Please refer to the Visa requirements described further in the SOW.

d. Liability

Prior to deployment the Contractor shall provide, to the Contracting Officer, a certificate of conformity to deploy, which will clearly state that all minimum requirements are met.

The Contractor shall be liable for the physical safety and integrity of their employees. The Contractor has freedom of choice and independence over the means, measures and capabilities he deems necessary to execute and direct implementation of his contractual obligations. That does not exempt the Contractor from his obligation to observe all international, national and local laws, rules and regulations.

e. Time Frame

- (1) Contractors' Personnel nearing the end of their contracts should not be deployed if the duration of their deployment extends beyond the termination date of their contracts. In such cases personnel are to be back in their primary place of work a minimum of 5 working days prior to the contract expiration date to enable local administrative out processing action to be taken.
- (2) Consultants having their primary place of work at a deployed location shall return to the NCSA HQ or the another designated NATO / NCSA static HQ where they processed in, a minimum of 5 working days prior to the contract expiration date to enable local administrative out processing action to be taken

f. Clothing

Under exceptional circumstances, and should intelligence reports clearly indicate that civilian personnel wearing civilian clothes are intentionally targeted, then the Commander, to overcome this threat, may request contractor personnel to wear any dress that will blend them in with their military colleagues. Under such circumstances, local arrangements will be made for the provision of such clothing.

g. Food and Accommodation in the Theatre of Operations

NATO has available services for messing, lodging, water and laundry for the Contractor's personnel working under this contract. The Contractor / Contractor's personnel must pay on-site for the use of these services. All payment for these services must be made to the service provider in cash. The NATO local representative in the theatre of operations will inform the contractor's personnel upon his arrival regarding the actual rates and administrative procedures for obtaining the aforementioned services.

h. Firearms

The Contractor's personnel are prohibited from carrying or using firearms of any type for any purpose in theatre.

6.2. NATO SITES IN AFGHANISTAN

- ISAF HQ in Kabul
- KAIA Airport in Kabul
- Kabul*
- Mazar-e-Sharif*
- Konduz*
- Feyzabad*
- Pol-e-Khormi*
- Maimana*
- Herat*
- Farah*
- Qual-e-Now*
- Chagcharan*
- Kandahar Airport Area (with all organisational elements)
- Kandahar *
- Qualat*
- Lashkar Ghar
- Tarin Khowt
- Qualat*
- Khwost*
- Bagram*
- Bamian*
- Ghazni*
- Gardez*
- Jalalabad*
- Saran*
- Paktika*
- Mehtar Lam*
- Kowt-e-Ashrow*

* - in cases when the Consultants are required to perform their jobs in the locations outside the NATO fenced compounds, they will be escorted by soldiers

7. Language

See Part II Para 6.2.

8. Qualifications / Education/Training

SEE Chapters 2-4

9. Standard Automatic Data Processing Knowledge

SEE Chapters 2-4

10. Physical Security/Safety Requirements

SEE Chapters 2-4

11. Direction

The Contractor/Consultant is expected to establish his/her own daily routine based on a self-assessment of defined requirements and priorities. The COTR (or his delegated representative) may provide additional guidance as required or requested and may provide prioritization of work.

12. Quality Assurance and Evaluation**12.1 General**

- a. NATO will evaluate the contractor's performance under this contract using the method of surveillance specified by the COTR (see Para 12.2.). All surveillance observations will be recorded by the COTR. When an observation indicates defective performance, the COTR will obtain the contractor's employee's initials on the record of the observation.
- b. Performance Evaluation Meetings will be settled at the beginning of contract performance and periodically between the contractor's contract manager and the COTR with the presence of the Contracting Officer if and when required. Meetings will be scheduled as needed. The contractor may request meetings whenever an unsatisfactory performance report is issued. The written minutes of these meetings shall be signed by the contractor's manager, the COTR and the Contracting Officer when applicable. If the contractor does not concur with the minutes he shall state any areas of non-concurrence within 7 days of receipt of the signed minutes.

12.2 PERFORMANCE EVALUATION SYSTEM

Contractor's performance of the aforementioned tasks shall be subject to NCSA's continuous evaluation through the appointed COTR. The COTR (or Chief CJ6 or his delegated representative) will evaluate performance using the method of surveillance and produce a progress/status report to the NCSA Requirements Board as necessary.

A monthly meeting between the Contractor/Consultant and the COTR (or Chief CJ6 or his delegated representative) will be scheduled in order to evaluate the Contractor/Consultant performance.

Contractor's Personnel Preliminary Evaluation.

One month after the effective date of the contract, there will be a preliminary evaluation milestone focused on the verification of the professional skills and capabilities of Contractor's employees performing work at NCSA. Depending on the outcome of this preliminary evaluation, NCSA reserves the right to request the replacement of any employee that, according to the COTR's assessment, does not demonstrate being in possession of the minimum qualifications required to perform the job (see paragraph 5 above).

Monthly Contractor's Performance Evaluation Reports:

The COTR shall issue monthly evaluation reports to document Contractor's performance under the contract. These reports shall rate Contractor's performance on the following factors:

- a. Technical Performance
 - Responsiveness to changes in technical direction
 - Ability to identify risk factors and alternatives for alleviating risk
 - Ability to identify and solve problems expeditiously
 - Ability to employ standard tools/methods
- b. Management Performance
 - Overall communication with NCC and NCSA
 - Effectiveness and reliability of Contractor's personnel
 - Ability to recruit and maintain qualified personnel
 - Ability to effectively manage subcontractors (if any)
 - Overall performance in planning, scheduling, and monitoring
- c. Customer Satisfaction
 - Contractor's overall performance
 - Contractor's ability to be cooperative, business-like and concerned with the interests of the customer
 - Contractor's personnel inter-personal skills

The stated evaluation reports shall highlight those factors on which Contractor's performance has been unsatisfactory and, at the same time, propose management measures to the Contractor in order to remedy the deficient ratings (e.g., replacement of a specific employee).

If in any given month an evaluation report shows unsatisfactory ratings on any of the evaluation factors, the Contractor will be obliged, within 14 days of receipt of the report, to submit another report explaining the management measures that will be undertaken in order to correct the situation.

If the Contractor fails to remedy a particular unsatisfactory rating in two (2) consecutive months or any combination of unsatisfactory ratings in more than three (3) consecutive months, then NCSA shall be entitled to terminate the contract without liability (except for services already performed) by issuing written notice of termination within 14 days after receipt of the last report demonstrating failure to remedy the unsatisfactory ratings.

13. Hours of Operations:

SEE Chapters 2-4

14. Recognized Holidays

SEE Chapters 2-4

SECTION 3 – NCSA FURNISHED PROPERTY AND SERVICES

All computer/network related equipment, office equipment, tools and test equipment will be provided by NATO.

SECTION 4 – CONTRACTOR/CONSULTANT FURNISHED EQUIPMENT AND/OR SERVICES

Consultants are responsible for providing work clothes for a majority of the positions. Dress code in theatre of operations is business casual. However, some consultants may be performing specific jobs requiring special clothing (safety boots, and other specialty clothing). The consultants must provide their own specialty clothing.

SECTION 5 – DELIVERABLES

1. No tangible deliverables are specified at this bidding stage.
2. During the execution phase and in accordance with the tasks listed at Para 10, the COTR shall define:
 - a. The high level Integrated master schedule covering development and implementation planning, level of efforts expected, training, etc;

- b. The technical manuals, regulations, specifications which the consultant needs to meet to comply with the required performance standards.
- c. The execution documents to be submitted for review and / or approval by the Purchaser
- d. The applicable inspection and acceptance criteria specific to the task if any
- e. The as built and technical documentation to be provided at the completion of the task
- f. The end user training requirements, operating manuals, etc. (c) It is understood and agreed that the monthly labor hour expenditure rate may fluctuate in pursuit of the technical objective. However, such fluctuations will be controlled to avoid exhaustion of total labor hours before the expiration of the term of the contract.

3. Monthly Execution Report

- a. The contractor shall apply best efforts towards accomplishing the contract work effort.
- b. The contractor shall promptly notify the Contracting Officer in writing when there is an indication that premature exhaustion of the total labour days will occur.

Chapter 2 – Lot 1 JCCC Consultants***SECTION I – SCOPE OF WORK*****1. REQUIREMENT**

- a. The overall requirement is for outsourcing of manpower for Communication and Information Systems (CIS) support at ISAF HQ.
Up to 15 CIS consultants are required to augment the existing Crisis Establishment (CE) personnel of the ISAF HQ Joint CIS Control Centre (JCCC).
The identified consultant positions are specified in the table on next page (Para 2 CONSULTANT POSTS DETAILS)
- b. Multinational environment: Conditions of work and living in ISAF HQ KABUL CONDITIONS OF WORK AND LIVING IN ISAF HQ KABUL may be deemed austere. They are further specified at annex A as a matter of information.

2. CONSULTANTS POST DETAILS

Post No	Job Title	to work for	primary place of work	deployable to other places in AFG	Original Job Description
1	LAN/WAN Engineer	CJ6 SSG	Kabul	yes	Post 1 - LAN/WAN Engineer
2	Functional Services Administrator	CJ6 SSG	Kabul	Yes	Post 2, 3, 4 - Functional Systems Administrator
3	Functional Services Administrator	CJ6 SSG	Kabul	yes	Post 2, 3, 4 - Functional Systems Administrator
4	Functional Services Administrator	CJ6 SSG	Kabul	yes	Post 2, 3, 4 - Functional Systems Administrator
5	Service Desk	CJ6 SSG	Kabul	yes	Post 5,6 – Service Desk
6	Service Desk	CJ6 SSG	Kabul	yes	Post 5,6 – Service Desk
7	CIS Training Supervisor	CJ6 SSG	Kabul	yes	Post 7 – Trainer Supervisor
8	CIS Trainer	CJ6 SSG	Kabul	yes	Post 8 – CIS Trainer
9	Radio Technician	CJ6 SSG	Kabul	yes	Post 9,10 – Radio Technician (Air C2)
10	Radio Technician	CJ6 SSG	Kabul	yes	Post 9,10 – Radio Technician (Air C2)
11	Network Administrator	CJ6 SSG	Kabul	yes	Post 11 – Network Administrator
12	System Administrator	CJ6 SSG	Kabul	yes	Post 12 – System Administrator
13	Configuration Manager	CJ6 OPS	Kabul	yes	Post 13 – Configuration Manager
14	Hardware Technician	CJ6 OPS	Kabul	yes	Post 14 – Depot Hardware Technician
15	Repair/Exchange Specialist	CJ6 OPS	Kabul	yes	Post 15 – Repair/Exchange Specialist

Post 1 - LAN/WAN Engineer[back to summary of posts](#)**PART I**

CE POST NUMBER N/A – Consultant
HEADQUARTERS/UNIT ISAF HQ/Signal
 Support Group (SSG)
JOB TITLE LAN/WAN Manager
NATIONALITY **Service** CIV

DATE 1 Nov 2009
DUTY LOCATION Kabul, Afghanistan;
 must be deployable throughout ISAF AOO
JOB CODE
AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

A. Post Context: This post is in direct support of HQ ISAF and the entire ISAF Area of Operations (AOO). The Signal Support Group (SSG) is responsible for the provision of NATO Information Systems and Communications in Afghanistan to support the mission of ISAF. The LAN/WAN manager is responsible for CIS network management including the routing and switching of data between sites and to the end-user as directed by the Chief SSG. The focus of this LAN/WAN manager position is theatre connectivity to all Regional Commands and the individual will be required to travel frequently from ISAF HQ to other commands on extended trips to oversee and execute LAN/WAN projects.

B. **Reports to:** Theatre LAN/WAN Manager

C. **Principal Duties:**

- Operates and maintains the ISAF Local and Wide Area Networks to include sites throughout the ISAF theatre
- Assists CJ6 plans and operations with engineering and installation of network extensions to new locations with the ISAF AOO
- Acts as the primary LAN/WAN liaison for all NCSA systems deployed in ISAF, and for all security domains
- Assists the Chief SSG in the formulation of policy and procedures that will ensure the performance and integrity of the LAN/WAN
- Ensures proper implementation of all policy and procedures related to LAN/WAN
- Monitors the ISAF Local and Wide Area Networks (LAN/WAN)
- Directs and prioritizes network troubleshooting and maintenance
- Provides consultation to the Theatre LAN/WAN Manager in respect to changes and improvements to data networks.
- Ensures proper implementation of all network policies and procedures
- Creates/updates Standard Operating Procedures relating to LAN/WAN functions
- Installs, maintains and troubleshoots network equipment to include routers and switches
- Performs fault and problem management to ensure services are maintained according to the levels defined by CJ6
- Uses local and NATO trouble ticketing procedures as required
- Produces network configuration documentation and designs

- Works closely with bearer network personnel to ensure network dependencies are maintained
 - Works closely with ISAF crypto cell to ensure crypto is maintained properly for networks
 - Responsible for the configuration, control, security, and connectivity of all critical network components (i.e., routers, switches, etc.) in the ISAF AOO
 - Maintains monitoring tools and updates to current network configuration
 - Provides forward deployed LAN/WAN support as needed
- D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATIONS

1. **Professional/Experience:**

- Minimum of 6 years in the operation and control of data networks and systems
- In-depth experience with network monitoring tools in an enterprise network
- Practical experience with management, operation, and routine maintenance procedures of information systems
- Experience troubleshooting in a mixed vendor network environment
- Experience in a Cisco environment
- Experience with various network protocols (ex. OSPF,EIGRP,BGP)
- Experience with encryption devices
- Experience with telecommunications solutions
- Overall Knowledge of computer hardware and software
- Experience in Communication network design and implementation
- GRE tunnelling experience
- Experience in common programming environments
- Experience using Microsoft Windows Applications
- Knowledge of Windows Server/Exchange
- Solid experience supporting and troubleshooting Server OS and hardware
- Experience with WSUS and ePO

2. **Education/Training:**

- University Degree in Data Communications, Information Systems or CIS related area. Candidates without a university degree will be considered if they exceed the minimum professional experience requirements.
- CISCO Certified Network Associate (CCNA) or CISCO Certified Design Associate (CCDA).

3. **Security Clearance:** NATO Secret

4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. **Standard Automated Data Processing (ADP) Knowledge:**

- a. **Word Processing**: Advanced Knowledge
- b. **Spreadsheet**: Advanced Knowledge
- c. **Graphic Presentation**: Working Knowledge
- d. **Database**: Working Knowledge

B. DESIRABLE QUALIFICATIONS

- 1. **Professional/Experience:**
 - Worked as a systems administrator
 - ITIL experience
 - Previous experience in a military CIS environment
- 2. **Education/Training:**
 - MS Exchange Admin
 - Windows 2003 Server
 - VERITAS backup
 - CIS Staff Officer Course (CISO)
 - Knowledge or training in ITIL principles
 - GHOST/NORTON or other Image Software course
 - Network Encryption Devices
 - Microsoft Certified Systems Engineer or equivalent experience
 - A+ certified hardware technician or equivalent experience
 - MS Exchange Admin
 - Windows 2003 Server
 - VERITAS backup
 - NS WAN Information Manager I/II
 - NS WAN Mail Manager
 - NIDTS Router
- 3. **Language** (Listening, Speaking, Reading, Writing)
English: SLP 4444
French: N/A

Post 2, 3, 4 - Functional Systems Administrator

[back to summary of posts](#)

PART I

CE POST NUMBER N/A - Contractor

HEADQUARTERS/UNIT ISAF HQ/Signal
Support Group (SSG)

JOB TITLE Functional Systems Administrator

NATIONALITY **Service** CIV

DATE 1 Nov 2009

DUTY LOCATION Kabul, Afghanistan;
must be deployable throughout ISAF AOO

JOB CODE

AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of HQ ISAF, Provincial Reconstruction Teams (PRT) and Regional Commands. As part of the Signal Support Group (SSG) this post is responsible for the planning, maintenance and development of functional systems. May be required to travel throughout Afghanistan to address ISAF database administration needs.
- B. Reports to:** Chief Information Systems (Chief IS)
- C. Principal Duties:**
- Installation, configuration, upgrade, administration, monitoring and maintenance of all physical databases deployed on all security domains.
 - Synchronisation and replication of databases as required.
 - User data migration as required.
 - Gathers user requirements to design, develop, maintain, and test databases
 - Ensures data consistency/availability across databases
 - Works with a wide variety of databases
 - Develops and conducts database maintenance practices/planning to include availability, performance, resilience, sizing, capacity, housekeeping, backups/storage strategy
 - Monitors usage, generates reports, identifies and manages database security issues
 - Develops and conducts database user and administrator training as required
 - Prepares and manages processes for reporting deficiencies and requesting changes to database components or systems.
 - Prepares and maintains database system baseline documentation and procedures.
 - May be required to do shift duty
- D. Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION

1. **Professional/Experience:** Should have at least 4 years experience administering operational databases in a production environment.
 - Microsoft (MS) SQL Server Administration

- MS Access front-end and back-end programming
- Oracle Database Administration
- POSTGRES SQL RDBMS Administration

2. **Education/Training:**

- Completion of Communications Information Systems (CIS) university degree or completion of vocational training leading to a formal database related technical or professional certification.

3. **Security Clearance:** NATO Secret

4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4423

French: N/A

5. **Standard Automated Data Processing (ADP) Knowledge:**

- a. **Word Processing:** Working Knowledge
- b. **Spreadsheet:** Advanced Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Advanced Knowledge

B. DESIRABLE QUALIFICATION

1. **Professional/Experience:**

- MS SQL Cluster technology administration
- Previous experience in a Military environment
- Knowledge of ITIL (Information Technology Infrastructure Library) concepts
- Experience programming BMC SDE (Service Desk Express)/Remedy
- Knowledge/Experience in project management principles/processes

2. **Education/Training:** N/A

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4433

French: N/A

Post 5,6 – Service Desk

[back to summary of posts](#)

PART I

<u>CE POST NUMBER</u> N/A - Contractor	<u>DATE</u> 1 Nov 2009
<u>HEADQUARTERS/UNIT</u> ISAF HQ/Signal Support Group (SSG)	<u>DUTY LOCATION</u> Kabul, Afghanistan; must be deployable throughout ISAF AOO
<u>JOB TITLE</u> Service Desk Specialist	<u>JOB CODE</u>
<u>NATIONALITY</u> <u>Service</u> CIV	<u>AUTHORISED RANK/GRADE</u> Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of HQ ISAF, Provincial Reconstruction Teams (PRT) and Regional Commands and falls within the Service Desk section of the Signal Support Group. This post is responsible for operating the service desk and troubleshooting IS problems for computer users.
- B. Reports to:** Service Desk Chief
- C. Principal Duties:**
- The receipt of problem reports and the coordination of appropriate and timely responses, including channelling requests for help to appropriate system managers for resolution, monitoring progress and keeping users apprised of progress.
 - First Point of Contact for end users submitting requests for assistance at HQ ISAF
 - 2nd Line Point of Contact for Regional Command Help Desks
 - Resolve Level I user CIS problems/issues
 - Resolve existing LAN/WAN user and email account problems
 - Interface with CIS users for service desk related Installation, Maintenance and Change requests
 - Dispatches to provide second level support to common application and OS related issues to end users.
 - Manages ticketing system queue according to priority
 - Ensures timely and accurate updates to ticket history.
 - Observes Service Catalogue guidelines ensuring requests are resolved and closed within the established time tables.
 - Follow and develop Standard Operating Procedures (SOPs) and highlight changes required to documentation responsible parties.
 - Follows and maintains industry best practices.
 - Escalates tickets to other support groups internal and external to the ISAF AOO
 - Provides basic hardware and connectivity troubleshooting
 - Administration and troubleshooting of cellular telephone devices and radios
 - Deploy across theatre to provide trouble ticket training as required
- D. Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION**1. Professional/Experience:**

- Should have at least 3 years experience working on large service/help desk environment
- Experience facing customers in a demanding environment
- Good communication skills and customer service oriented
- Should be thoroughly knowledgeable on office automation software
- Basic networking principles and troubleshooting experience
- Experience supporting Microsoft applications suite
- Experience with various ticketing systems
- Hardware support and troubleshooting experience

2. Education/Training:

- Microsoft applications support
- Ticketing systems
- Hardware support
- A+ Certification or equivalent

3. Security Clearance: NATO Secret**4. Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. Standard Automated Data Processing (ADP) Knowledge:

- a. **Word Processing:** Advance Knowledge
- b. **Spreadsheet:** Advance Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Advance Knowledge

B. DESIRABLE QUALIFICATION**1. Professional/Experience:**

- Previous experience is a military CIS environment
- Previous experience in NATO or multi-national environment

2. Education/Training:

- Network + Certification
- Knowledge or training in ITIL principles
- MCSE

3. Language (Listening, Speaking, Reading, Writing)

English: SLP 4434

French: N/A

Post 7 – CIS Training Supervisor

[back to summary of posts](#)

PART I

CE POST NUMBER N/A - Contractor
HEADQUARTERS/UNIT ISAF HQ/Signal
 Support Group (SSG)
JOB TITLE CIS Training Supervisor
NATIONALITY **Service** CIV

DATE 1 Nov 2009
DUTY LOCATION Kabul, Afghanistan;
 must be deployable throughout ISAF AOO
JOB CODE
AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** The Signal Support Group (SSG) is the primary NATO Communication Information Systems (CIS) provider for ISAF HQ and the ISAF Area of Operations. The CIS Training Supervisor leads the training section responsible for the provision of ISAF CJ6 training to SSG and regional command personnel throughout the AOO. The primary focus of the CIS Training Supervisor is to coordinate all CJ6 in theatre CIS training ensuring a high level of quality and content in the delivery and presentation of the training courses.
- B. Reports to:** SSG Superintendent
- C. Principal Duties:**
- Coordinate with the SSG Superintendent in the identification of a structured Communications and Information Systems training plan.
 - Instructs both indoors and outdoors, using informal lectures, case study, teaching interviews, guided discussion, and other teaching methods. Uses computer software programs, film and slide projection equipment, videotape, television, and other audiovisual equipment in support of educational goals.
 - Plans, organizes, and directs CJ6 CIS training programs and activities. Plans and organizes training requirements for education, facilities, space, equipment, visual aids, and supplies. Develops and revises curriculum materials. Conducts needs analysis. Monitors entire education program. Plans and organizes phases of education, student flow, and class schedules consistent with production goals and available resources.
 - Inspects and evaluates training activities, personnel, and facilities. Conducts periodic inspection of training activities, and assists in deficiency corrections. Evaluates student performance. Counsels and advises individuals on training problems. Monitors and ensures facilities support educational mission.
 - Prepares and maintains files and records pertinent to training matters. Prepares and maintains administrative records on students. Prepares statistical reports and records about student performance. Maintains completed school record files for historical review.
 - Provides training consultant services. Conducts and administers symposiums, and workshops

- Travels to remote areas throughout the AOO to deliver training.
- D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATIONS

1. **Professional/Experience:** At least 8 years experience in Communications and Information Systems organizations. Knowledge of principles, techniques, and methods of instruction; use of visual aids; learning processes; curriculum development education and training evaluation; and counselling methods and techniques. Experience leading a focused team.
2. **Education/Training:** Completion of a CIS related post secondary degree or higher. Formal instructor training.
3. **Security Clearance:** NATO Secret
4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4444
French: N/A
5. **Standard Automated Data Processing (ADP) Knowledge:**
 - a. **Word Processing:** Advanced Knowledge
 - b. **Spreadsheet:** Advanced Knowledge
 - c. **Graphic Presentation:** Advanced Knowledge
 - d. **Database:** Working Knowledge

B. DESIRABLE QUALIFICATIONS

1. **Professional/Experience:**
 - Working within a military organization or coalition environment.
 - 10 years experience in both the Communications and Information Systems specialties
 - Working within a military organization or coalition environment.
 - Experience with network monitoring tools in an enterprise network
 - Router and Switching
 - Experience in a Cisco environment
 - Experience with various network protocols (ex. OSPF,EIGRP,BGP)
 - Experience with encryption devices
 - Overall Knowledge of computer hardware and software
 - GRE tunnelling experience
 - Experience in common programming environments
 - Experience using Microsoft Windows Applications
 - Experience with WSUS and ePO
 -
2. **Education/Training:**

- Training in BME/IDNX/Promina (100, 400, 800) operation, maintenance and management
- Training in PABX operation, maintenance and management
- Siemens HiPath 4000 (Including DACS module)
- Formal SATCOM training (ex: Transportable Satellite Ground Terminal Course, Latina Italy)
- Completion of TACSAT radio course and or ground radio training program
- Certified fibre optic and copper specialist.
- GHOST/NORTON or other Image Software course
- Microsoft Certified Systems Engineer (MCSE)
- CISCO Certified Network Associate (CCNA)
- CISCO Certified Design Associate (CCDA).
- Network Encryption Devices
- A+ certified hardware technician or equivalent experience
- MS Exchange Admin
- Windows 2003 Server
- VERITAS backup

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4444

French: N/A

Post 8 – CIS Trainer

[back to summary of posts](#)

PART I

<u>CE POST NUMBER</u> N/A - Contractor	<u>DATE</u> 1 Nov 2009
<u>HEADQUARTERS/UNIT</u> ISAF HQ/Signal Support Group (SSG)	<u>DUTY LOCATION</u> Kabul, Afghanistan; must be deployable throughout ISAF AOO
<u>JOB TITLE</u> CIS Trainer	<u>JOB CODE</u>
<u>NATIONALITY</u>	<u>AUTHORISED RANK/GRADE</u> Contractor
<u>Service</u> CIV	

PART II - CE DUTIES

- A. Post Context:** The Signal Support Group (SSG) is the primary NATO Communication Information Systems (CIS) provider for ISAF HQ and the ISAF Area of Operations. The CIS Trainer – Communications is responsible for the provision of ISAF CJ6 training to SSG and regional command personnel throughout the AOO.
- B. Reports to:** CIS Training Supervisor
- C. Principal Duties:**
- Coordinates with the CIS Trainer Supervisor in the identification of a structured Communications training plan.
 - Instructs both indoors and outdoors, using informal lectures, case study, teaching interviews, guided discussion, and other teaching methods. Uses computer software programs, film and slide projection equipment, videotape, television, and other audiovisual equipment in support of educational goals.
 - Plans, organizes, and directs CJ6 Comms training programs and activities. Plans and organizes training requirements for education, facilities, space, equipment, visual aids, and supplies. Develops and revises curriculum materials. Conducts needs analysis. Monitors entire IS education program. Plans and organizes phases of education, student flow, and class schedules consistent with production goals and available resources.
 - Inspects and evaluates training activities, personnel, and facilities. Conducts periodic inspection of training activities, and assists in deficiency corrections. Evaluates student performance. Counsels and advises individuals on training problems. Monitors and ensures facilities support educational mission.
 - Prepares and maintains files and records pertinent to training matters. Prepares and maintains administrative records on students. Prepares statistical reports and records about student performance. Maintains completed school record files for historical review.
 - Provides training consultant services. Conducts and administers symposiums, and workshops
 - Travels to remote areas throughout the AOO to deliver training.

- D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION

1. **Professional/Experience:** At least 6 years experience in communications (Cable Management, SATCOM, BME, PABX, Radio) with knowledge of principles, techniques, and methods of instruction; use of visual aids; learning processes; curriculum development education and training evaluation; and counselling methods and techniques.
2. **Education/Training:**
 - Completion of a CIS related post secondary education or higher.
 - Formal instructor training.
3. **Security Clearance:** NATO Secret
4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4444
French: N/A
5. **Standard Automated Data Processing (ADP) Knowledge:**
 - a. **Word Processing:** Advanced Knowledge
 - b. **Spreadsheet:** Advanced Knowledge
 - c. **Graphic Presentation:** Advanced Knowledge
 - d. **Database:** Working Knowledge

B. DESIRABLE QUALIFICATION

1. **Professional/Experience:**
 - Working within a military organization or coalition environment.
 - 8 years extensive experience with Communication Systems (ex. Cable Management, SATCOM, BME, PABX, Radio).
2. **Education/Training:**
 - Training in BME/IDNX/Promina (100, 400, 800) operation, maintenance and management
 - Training in PABX operation, maintenance and management
 - Siemens HiPath 4000 (Including DACS module)
 - Formal SATCOM training (ex: Transportable Satellite Ground Terminal Course, Latina Italy)
 - Completion of TACSAT radio course and or ground radio training program
 - Certified fiber optic and copper specialist.
3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4444
French: N/A

Post 9,10 – Radio Technician

[back to summary of posts](#)

PART I

CE POST NUMBER N/A - Contractor
HEADQUARTERS/UNIT ISAF HQ/Signal
 Support Group (SSG)
JOB TITLE Radio Technician
NATIONALITY **Service** CIV

DATE 1 Nov 2009
DUTY LOCATION Kabul, Afghanistan;
 must be deployable throughout ISAF AOO
JOB CODE
AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** This post is a radio technician with special emphasis on maintaining the theatre's ground-to-air radio system known as Air Command and Control (Air C2). Individual will perform radio maintenance within Regional Command Capitol and will deploy to Provincial Reconstruction Teams (PRTs) and Regional Command Headquarters (RCs) to conduct Air C2 and radio maintenance. Post installs, maintains, overhauls, repairs, and modifies fixed, mobile, and transportable transmitters, receivers, transceivers, and related equipment. Included are amplitude modulation, frequency modulation, single sideband, and independent sideband radio systems and equipment for point-to-point and ground-to-air communications; facsimile receivers; low frequency, high frequency, very high frequency, and ultra high frequency radio systems; radio frequency amplifiers; recorders; keying and signal devices; generation and display equipment; and base radio and pager systems.
- B. Reports to:** Chief Radio
- C. Principal Duties:**
- Maintains the theatre's Air C2 network
 - Maintains the ISAF TACSAT radio network
 - Maintains INMARSAT equipment
 - Maintains the HQ ISAF pager system
 - Maintains emergency/contingency cell phone stock
 - Maintains the ISAF Command Network (ICN)
 - Maintains the AFTN terminal.
 - Establishes requirements for maintenance equipment, support equipment, tools, and spare parts. Requisitions, accounts for, and turns in supplies and material. Interprets inspection findings and determines adequacy of corrective action. Reviews and ensures compliance with maintenance management publications and procedures. Administers ISAF Command Network (ICN) and ensures compliance with provisions of ICN contracts. Identifies maintenance problem areas and recommends corrective action. Recommends methods to improve equipment performance and maintenance procedures. Evaluates justification and practicability of proposed modifications. Develops and enforces safety standards for ground radio maintenance activities.
 - Installs ground radio communications equipment. Consults layout drawings to ensure equipment is properly positioned. Checks equipment for serviceability prior to installation. Assembles, connects, secures, and interconnects components such as transmitters, power supplies, and antenna assemblies. Tests installed equipment for proper assembly of components and compliance

with technical orders. Places in operation and tunes, adjusts, and aligns components to obtain maximum operating efficiency.

- Deploys and activates mobile and transportable ground radio communications equipment. Refers to plans and equipment specifications to conduct site and equipment surveys, and establishes equipment systems interface. Unpacks, inspects, and positions communications equipment; erects antennas; and interconnects communications facilities.
- Performs preventive maintenance on ground radio communications systems and related equipment. Inspects equipment at specified intervals to determine operational status. Replaces defective components. Performs operational checks.
- Maintains inspection and maintenance records. Posts entries on maintenance and inspection records.
- Investigates and resolves system-wide fault conditions using diagnostic tools and techniques, reconfigures equipment to temporary outage.
- Monitors system performance, recommends equipment modifications and changes to operating procedures, servicing methods and schedules.

D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION

1. **Professional/Experience:**

- In depth experience of working and managing tactical and operational level radio systems
- Experience as a radio operator and maintainer in tactical environments
- Experience in providing operational and strategic radio based communications with SHF Line of Sight, Satellite, VHF, HF and UHF radio systems.
- Experience in coordinating first and second line repair actions
- An understanding of frequency management issues
- Experience in the management and accounting of cryptographic items
- Experience and knowledge of radio theory, including transistors, solid-state components, and digital techniques applying to ground radio communications and related equipment maintenance; and interpretation of management information data, technical orders, blueprints, wiring diagrams, and schematic drawings.
- Experience testing, tuning, adjusting, maintaining, and repairing ground radio communications and related equipment, and using specialized test equipment also performing functions such as siting, installing, repairing, overhauling, or modifying ground radio equipment, and using test equipment.

2. **Education/Training:** Completion of national radio technician qualification program. Completion of TACSAT radio course.

3. **Security Clearance:** NATO Secret

4. Language (Listening, Speaking, Reading, Writing).**English:** SLP3322**French:** N/A**5. Standard Automated Data Processing (ADP) Knowledge:****a. Word Processing:** Basic Knowledge**b. Spreadsheet:** Basic Knowledge**c. Graphic Presentation:** Basic Knowledge**d. Database:** Basic Knowledge**B. DESIRABLE QUALIFICATION****1. Professional/Experience:** N/A**2. Education/Training:** N/A**3. Language (Listening, Speaking, Reading, Writing)****English:** SLP 3333**French:** N/A

Post 11 – Network Administrator

[back to summary of posts](#)

PART I

CE POST NUMBER N/A - Contractor
HEADQUARTERS/UNIT ISAF HQ/Signal
 Support Group (SSG)
JOB TITLE Network Administrator
NATIONALITY **Service** CIV

DATE 1 Nov 2009
DUTY LOCATION Kabul, Afghanistan;
 must be deployable throughout ISAF AOO
JOB CODE
AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of HQ ISAF and the entire ISAF Area of Operations. The network administrator is responsible for monitoring the network components that route and switch data across the entire theatre. They monitor, direct and prioritize network troubleshooting and maintenance. The individual also provides consultation to the CJ6 division in respect to changes and improvements to data networks. Individual will be required to travel to regional commands and provincial reconstruction teams for maintenance, troubleshooting and installations.
- B. Reports to:** SSG Lead Networks Controller
- C. Principal Duties:**
- Monitors and maintains the ISAF Local and Wide Area Networks (LAN/WAN).
 - Ensures proper implementation of all network policies and procedures
 - Creates/updates Standard Operating Procedures relating to LAN/WAN functions
 - Installs, maintains and troubleshoots network equipment to include routers and switches in support of all NCSA systems deployed in ISAF, and on all security domains
 - Performs fault and problem management to ensure services are maintained according to the levels defined by CJ6
 - Uses local and NATO trouble ticketing procedures as required
 - Produces network configuration documentation and designs
 - Works closely with bearer network personnel to ensure network dependencies are maintained
 - Works closely with ISAF crypto cell to ensure crypto is maintained properly for networks
 - Responsible for the configuration, control, security, and connectivity of all critical network components (i.e., routers, switches, etc.) in the ISAF AOO
 - Reports all significant network activity to the Lead Networks Controller
 - Assists RC Helpdesks and System Admins in restoration of network services
 - Maintains monitoring tools and updates to current network configuration
 - Provides network administration training as required
- D. Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION**1. Professional/Experience:**

- Minimum of 4 years in the operation and control of data networks and systems
- In-depth experience with network monitoring tools in an enterprise network
- Practical experience with management, operation, and routine maintenance procedures of information systems
- Experience troubleshooting in a mixed vendor network environment
- Experience in a Cisco environment
- Experience with various network protocols (OSPF,EIGRP,BGP)
- Experience with encryption devices
- Experience with telecommunications solutions
- Overall Knowledge of computer hardware and software

2. Education/Training:

- CISCO Certified Network Associate (CCNA) or CISCO Certified Design Associate (CCDA).
- Multiple courses and training in circuit management

3. Security Clearance: NATO Secret**4. Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. Standard Automated Data Processing (ADP) Knowledge:

- a. Word Processing: Advanced Knowledge
- b. Spreadsheet: Advanced Knowledge
- c. Graphic Presentation: Working Knowledge
- d. Database: Advanced Knowledge

B. DESIRABLE QUALIFICATION**1. Professional/Experience:**

- 6 years experience administering complex network environments
- GRE tunnelling experience
- VOIP implementation and maintenance experience
- Must have worked as a network administrator
- Experience with switching and routing equipment from various vendors
- Basic experience with satellite systems
- ITIL experience
- Previous experience in a military CIS environment
- Experience in the CIS Service Desk support arena

2. Education/Training:

- Microsoft Certified Systems Engineer (MCSE)
- MS Exchange Admin

- Windows 2003 Server
- VERITAS backup
- CIS Staff Officer Course (CISO)
- NS WAN Information Manager I/II
- NS WAN Mail Manager
- Knowledge or training in ITIL principles

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4434

French: N/A

Post 12 – System Administrator

[back to summary of posts](#)

PART I

CE POST NUMBER N/A - Contractor
HEADQUARTERS/UNIT ISAF HQ/Signal
 Support Group (SSG)
JOB TITLE Systems Administrator
NATIONALITY **Service** CIV

DATE 1 Nov 2009
DUTY LOCATION Kabul, Afghanistan;
 must be deployable throughout ISAF AOO
JOB CODE
AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of HQ ISAF and the entire ISAF Area of Operations. This post is responsible for the management of NATO Core Network ISAF services at HQ ISAF and various locations across Afghanistan. This includes domain controllers, electronic mail servers, backup servers and related systems.
- B. Reports to:** SSG Chief Systems Administration
- C. Principal Duties:**
- Manages the theatres' NATO Unclassified, ISAF Secret, and NATO Secret Networks
 - Manages the creation and removal of user accounts
 - Installs and removes hardware and software, resets passwords
 - Manages, supports and maintains mail services, gateway, and internet proxies
 - Produces Server configuration reports
 - Ensures that backups are executed and completed as scheduled
 - Maintains servers and applies patches and upgrades
 - Maintains and controls storage devices
 - Supports installation, operation and maintenance of NATO/ISAF Functional Area Services in close cooperation with FAS managers
 - Provides support to the ISAF theatre service desk for sys admin related problems
 - Updates and creates trouble tickets in detail with pertinent information
 - Ensures server rooms meet operational conditions and request maintenance as required
 - Collect and analyze statistics for capacity planning
 - Follows standard operating procedures for automated data processes (e.g. server management, system administration tasks)
 - Produces security reports on violations and maintains historical records of both frequent and uncommon violations in close cooperation with the Chief Information Security
 - Documenting the configuration of CIS systems for configuration management purposes
 - System performance tuning and disaster recovery planning
 - Deploys to sites across theatre as mobile communications team for sys admin support
 - Performs system-wide backups, and load and capacity planning and management.

- Produces and updates standard operating procedures for automated data processes (e.g. server management, system administration tasks)
- Provides system administration training to CIS POCs as required
- Provides Web server administration and configuration
- Provides support for all NCSA systems deployed in ISAF and for all security domains.

D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION

1. **Professional/Experience:**

- Minimum of 5 years experience administering complex network environments
- Must be familiar with both stand-alone and network operations.
- Must have experience in scripting languages
- Must have extensive experience with Web servers administration (IIS and Apache)
- Experience using Microsoft Windows Applications
- Knowledge of Windows Server/Exchange
- Overall Knowledge of computer hardware and software
- Solid experience supporting and troubleshooting Server OS and hardware.
- Experience with system administration monitoring tools
- Knowledge of networking principles and troubleshooting experience
- Experience with WSUS and ePO

2. **Education/Training:**

- Microsoft Certified Systems Engineer or equivalent experience
- A+ certified hardware technician or equivalent experience
- MS Exchange Admin
- Windows 2003 Server
- VERITAS backup

3. **Security Clearance:** COSMIC TOP SECRET / A

4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. **Standard Automated Data Processing (ADP) Knowledge:**

- a. **Word Processing:** Advanced Knowledge
- b. **Spreadsheet:** Advanced Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Advanced Knowledge

B. DESIRABLE QUALIFICATION

1. **Professional/Experience:**

- 6 years experience administering complex network environments
- Previous experience of a military or CIS environment
- Experience in the CIS Service Desk support arena
- ITIL experience highly desirable

2. **Education/Training:**

- Web Application/Design Course
- INFOSEC (COMPUSEC)
- GHOST/NORTON or other Image Software course

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4434

French: N/A

Post 13 – Configuration Manager

[back to summary of posts](#)

PART I

<u>CE POST NUMBER</u> N/A - Contractor	<u>DATE</u> 1 Nov 2009
<u>HEADQUARTERS/UNIT</u> ISAF HQ CJ6 OPS/JCCC	<u>DUTY LOCATION</u> Kabul, Afghanistan;
<u>JOB TITLE</u> ISAF Configuration Management Engineer	<u>JOB CODE</u>
<u>NATIONALITY</u>	<u>SERVICE</u> CIV <u>AUTHORISED RANK/GRADE</u> Contractor

PART II - CE DUTIES

- A. **Post Context:** This post is in direct support of HQ ISAF and the entire ISAF Area of Operations. .
- B. **Reports to:** CJ6 OPS SO CM
- C. **Principal Duties:**
- Implements all aspects of configuration management for deployed systems in ISAF;
 - Responsible for the maintenance of the Configuration Management baseline documentation (network architecture drawings, floorplans, cable plans, power drawings, etc.) for all NATO CIS within the ISAF AOO through the use of designated responsible officer(s);
 - Maintains a library of physical media and appropriate licenses for all software in use in ISAF AOO;
 - Change Manager for all changes to the ISAF deployed baseline;
 - Implements processes to ensure the collection and upkeep of data stored in ISAF configuration management databases is accurate;
 - Monitors the ISAF deployed baseline to ensure it is compliant with all applicable NCSA approved fielded product lists;
 - Reviews all Configuration Change Proposals originating in ISAF prior to submission to the NCSA CIS CCB;
 - Assists NCSA CM staff with the upkeep of the ISAF Secret Approved Fielded Product List;
 - Provides direction and guidance to CIS Depots and all CIS Account holders;
 - Acts as alternate CJ6 Financial Manager and the point of contact for all financial functions within CJ6 Division authorized to initiate requests for commitment of credits in support of provision of IT Services;
- D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATIONS

1. Professional/Experience:

- Experience with CM policies and procedures such as ITIL, ISO or NATO CM (2 years)
 - Experience with a Service Management Systems such as Remedy or Service Desk Express (3 years)
 - Experience defining system requirements (1 year)
 - Project management experience (1 year)
 - Extensive knowledge and experience of computer systems, networks and telecommunications. (5 years combined)
 - Experience on MS Products.
 - Experience and/or basic knowledge on Financial Management and budgeting.
2. **Education/Training:**
- Bachelors degree or international equivalent in Engineering or Computer Science. Candidates without a university degree will be considered if they exceed the minimum professional experience requirements.
3. **Security Clearance:** NATO Secret
4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP3232
French: N/A
5. **Standard Automated Data Processing (ADP) Knowledge:**

a. **Service Management:** Working Knowledge
b. **Word Processing:** Working Knowledge
c. **Spreadsheet:** Working Knowledge
d. **Graphic Presentation:** Working Knowledge
e. **Database:** Working Knowledge

B. DESIRABLE QUALIFICATIONS

1. **Professional/Experience:**
 - Previous military service.
2. **Education/Training**
 - ITIL V2 or V3 Practitioner

Post 14 – Depot Hardware Technician

[back to summary of posts](#)

PART I

CE POST NUMBER N/A - Contractor

DATE 1 Nov 2009

HEADQUARTERS/UNIT ISAF HQ CJ6 OPS

DUTY LOCATION Kabul, Afghanistan;

JOB TITLE Depot Hardware Technician

JOB CODE

NATIONALITY **Service** CIV

AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** The International Security Assistance Force (ISAF) Signal Support Group (SSG) is responsible for the provision of NATO Information Systems and Communications in Afghanistan to support the HQ ISAF mission. Depot 26 provides depot level supply and maintenance for CIS systems under the NATO CIS Services Agency (NCSA), Joint Force Command Headquarters (JFC HQ) Brunssum and ISAF HQ CJ6 guidance to meet COMISAF priorities of CIS supply, repair and asset distribution and to maintain property accountability. The Hardware Technician is responsible for the maintenance and repair of all CIS material within his/her capabilities.
- B. Reports to:** Chief Depot 26 post AF CCX 0310 and in his/her absence to the Capital Equipment Control Specialist post AF CCX 0320
- C. Principal Duties:**
- Performs depot level maintenance, repair and upgrade of data communication and voice switching systems and their peripherals as well as computers, mainly PCs, such as stand alone PC workstations and servers.
 - Repair of peripheral equipment down to component level such as modem, printer, scanner and facsimile.
 - Performs first line checks and, where feasible, second line repair of telephone and mobile phones.
 - Performs when required work assignment, equipment inventory and regular status checks of tools and test equipment.
 - Ensures replenishment of bench stock and office supplies.
 - Provides professional input to all local purchasing decisions regarding CIS material and assists the chief and P & C in the selection of the best bid.
 - Establishes and maintains a maintenance cleaning schedule for all CIS equipment.
 - Administrate NATO Depot Support System (NDSS) and performs daily housekeeping duties required on the NDSS server and network.
 - Receiving/Sending NDSS Data transmissions
 - Troubleshoot, repair and restore Interim Consignment Tracking Capability (ICTC) nodal equipment
- D. Additional Duties:**
- The incumbent may be required to perform such other related duties as may be directed.

- May be required to travel for official duty within and outside ISAF JOA.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATION

1. **Professional/Experience:**

- Sound knowledge of electronic theory, analogue and digital techniques, components and circuits.
- Sound technical hardware knowledge of : CPU, memory, bus structures, controllers, interfaces, displays, storage devices and power supplies.
- Software knowledge (be able to instal, image and configure) of personal computer operating systems, drivers and diagnostic software.
- A minimum of two years experience in the repair of computer systems, modems, monitors, printers, scanners and facsimiles down to component level.
- Knowledge of Local Area Network (LAN) and network equipment.
- Technical functional knowledge of structured LAN/WAN cabling systems.
- Technical basic knowledge of network OS.
- Technical basic knowledge of network management basics and LAN analyzer tools
- Light vehicle driving license

2. **Education/Training:**

- Computer hardware/LAN maintenance training course

3. **Security Clearance:** NATO Secret

4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP3332

French: N/A

5. **Standard Automated Data Processing (ADP) Knowledge:**

- a. **Word Processing:** Working Knowledge
- b. **Spreadsheet:** Working Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Working Knowledge

Post 15 – Repair/Exchange Specialist

[back to summary of posts](#)

PART I

<u>CE POST NUMBER</u>	N/A - Contractor	<u>DATE</u>	1 Nov 2009
<u>HEADQUARTERS/UNIT</u>	ISAF HQ CJ6 OPS	<u>DUTY LOCATION</u>	Kabul, Afghanistan;
<u>JOB TITLE</u>	Repair/Exchange Specialist	<u>JOB CODE</u>	
<u>NATIONALITY</u>	<u>Service</u> CIV	<u>AUTHORISED RANK/GRADE</u>	Contractor

PART II - CE DUTIES

A. Post Context: The CJ6 Branch is responsible for the provision of NATO Information Systems and Communications in Afghanistan to support the mission of the International Stabilisation and Assistance Force (ISAF). Depot 26 provides depot level supply and maintenance for CIS systems under the NATO CIS Services Agency (NCSA), Joint Force Command Headquarters (JFC HQ) Brunssum and ISAF HQ CJ6 guidance to meet COMISAF priorities of CIS supply, repair and asset distribution and to maintain property accountability. The Repair Exchange Specialist is responsible for managing the broken NATO owned CIS property within the Depot 26 Area of Responsibility (AOR) by using the NATO Depot Support System (NDSS)..

B. Reports to: WAREHOUSE & RECEIPT/DISPATCH SUPERVISOR, AF CJ6DEP 0080

C. Principal Duties:

- Responsible for Repair/ Exchange of all ISAF owned Communications and Information System (CIS) property at Depot 26 AOR in accordance with NCSA instructions.
- Responsible for the correct receipt, storage, issue, ordering and stock control of the total supply inventory including repairable and non-repairable communications equipment within the AOR.
- Responsible for the tracking of all equipment submitted to the repair cycle.
- Responsible for the accurate input of information to the NATO Depot Support System (NDSS) computer in order that Equipment Maintenance Requests (EMR) are processed in accordance with current procedures.
- Supervises the operation, care and servicing of material handling equipment
- Responsible for preparing shipments, shipment manifests, coordination with Joint Theater Movement Center (JTMS), CLD Brunssum, CATO, HSG Transport and NAMSA
- Supervises the operation, maintenance and servicing of the Interim Consignment Tracking Nodal equipment.

E. Additional Duties:

- Performs other duties as directed by WAREHOUSE & RECEIPT/DISPATCH SUPERVISOR
- Loads and unloads all supply property for the warehouse.
- Will be required to perform at a basic level all other depot positions as necessary
- May be required to travel for official duty within and outside ISAF JOA

3. PHYSICAL SECURITY/SAFETY REQUIREMENTS

- a. Official duty place will only be at ISAF HQ in Kabul or any other HQ or NATO Location in Afghanistan that could be designated in the future. (This does not apply to in- and out-processing or to the pre-deployment training activities).
- b. The clause at Chapter 1 SECTION 2 Para 6. "Deployment to a NATO Theatre of Operations" applies.
- c. The Contractor/Consultant will be briefed on the approved site physical security and safety regulations and emergency services upon arrival.
- d. Access passes to the duty place will be provided subject to Host Nation/Base regulations.

4. HOURS OF OPERATIONS AT DEPLOYED LOCATIONS:

- a. The work week in ISAF HQ/KAIA is 6 days per week, 10 working hours per day with Thursday a half day and Friday off.
- b. Because of the nature of the ISAF mission, consultants may be required to work flexible hours to respond to the exigencies of service.
- c. In case of the deployments outside ISAF HQ in Kabul in order to perform CIS duties (repair, maintenance, implementation, etc), the number working hours can be higher and task oriented.
- d. Under extraordinary circumstances, the contractors' personnel may be tasked by the COTR to work either in a rotary shift, day shift or night shift
- e. This extraordinary work in shift shall not give any rights for compensation to the contractor and the contract daily rate shall remain unchanged under those circumstances.

5. RECOGNIZED HOLIDAYS

Official SHAPE / NCSA holidays are not applicable at ISAF.

Chapter 3 – Lot 2 KSSG CIS Consultants***SECTION I – SCOPE OF WORK*****1. Requirement**

- a. This Statement of Work (SOW) requires five (5) separate consultants to be hired for the Kandahar Air Field Signal Support Group (KSSG) located in Kandahar Afghanistan.
- b. Fast-paced, multinational environment: Living conditions in KAF may be deemed austere. Lodging will be arranged on the KAF military compound. A “KANDAHAR AIRFIELD (KAF) GUIDE” is enclosed at annex B as a matter of information.

c.

2. CONSULTANTS POST DETAILS

Post No	Job Title	to work for	primary place of work	deployable to other places in AFG	Original Job Description
1	Service Desk	KSSG	Kandahar	yes	Post 1,2,3 - Service Desk
2	Service Desk	KSSG	Kandahar	yes	Post 1,2,3 - Service Desk
3	Service Desk	KSSG	Kandahar	yes	Post 1,2,3 - Service Desk
4	Network Administrator	KSSG	Kandahar	yes	Post 4 – Network Administrator
5	System Administrator	KSSG	Kandahar	yes	Post 5 – System Administrator

Post 1,2,3 – Service Desk[back to summary of posts](#)**PART I**

CE POST NUMBER N/A - Contractor
HEADQUARTERS/UNIT Kandahar Signal
 Support Group (KSSG)

DATE 1 Nov 2009
DUTY LOCATION Kandahar,
 Afghanistan; must be deployable
 throughout ISAF AOO

JOB TITLE Service Desk Specialist
NATIONALITY **Service** CIV

JOB CODE
AUTHORISED RANK/GRADE Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of COMKAF and local units within the Service Desk section of the Kandahar Signal Support Group. This post is responsible for operating the service desk and troubleshooting IS problems for computer users.
- B. Reports to:** Service Desk Chief
- C. Principal Duties:**
- The receipt of problem reports and the coordination of appropriate and timely responses, including channelling requests for help to appropriate system managers for resolution, monitoring progress and keeping users apprised of progress.
 - First Point of Contact for end users submitting requests for assistance at COMKAF
 - Resolve Level I user CIS problems/issues
 - Resolve existing LAN/WAN user and email account problems
 - Interface with CIS users for service desk related Installation, Maintenance and Change requests
 - Dispatches to provide second level support to common application and OS related issues to end users.
 - Manages ticketing system queue according to priority
 - Ensures timely and accurate updates to ticket history.
 - Observes Service Catalogue guidelines ensuring requests are resolved and closed within the established time tables.
 - Follow and develop Standard Operating Procedures (SOPs) and highlight changes required to documentation responsible parties.
 - Follows and maintains industry best practices.
 - Escalates tickets to other support groups internal and external to the Kandahar AOO
 - Provides basic hardware and connectivity troubleshooting
 - Administration and troubleshooting of cellular telephone devices and radios
 - Deploy across theatre to provide trouble ticket training as required
- D. Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS**A. ESSENTIAL QUALIFICATIONS****1. Professional/Experience:**

- Should have at least 3 years experience working on large service/help desk environment
- Experience facing customers in a demanding environment
- Good communication skills and customer service oriented
- Should be thoroughly knowledgeable on office automation software
- Basic networking principles and troubleshooting experience
- Experience supporting Microsoft applications suite
- Experience with various ticketing systems
- Hardware support and troubleshooting experience

2. **Education/Training:**

- Microsoft applications support
- Ticketing systems
- Hardware support
- A+ Certification or equivalent

3. **Security Clearance:** NATO Secret

4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. **Standard Automated Data Processing (ADP) Knowledge:**

- a. **Word Processing:** Advance Knowledge
- b. **Spreadsheet:** Advance Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Advance Knowledge

B. DESIRABLE QUALIFICATIONS

1. **Professional/Experience:**

- Previous experience is a military CIS environment
- Previous experience in NATO or multi-national environment

2. **Education/Training:**

- Network + Certification
- Knowledge or training in ITIL principles
- MCSE

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4434

French: N/A

Post 4 – System Administrator

[back to summary of posts](#)

PART I

<u>CE POST NUMBER</u>	N/A - Contractor	<u>DATE</u>	1 Nov 2009
<u>HEADQUARTERS/UNIT</u>	Kandahar Signal Support Group (KSSG)	<u>DUTY LOCATION</u>	Kandahar, Afghanistan; must be deployable throughout ISAF AOO
<u>JOB TITLE</u>	Systems Administrator	<u>JOB CODE</u>	
<u>NATIONALITY</u>	<u>Service</u> CIV	<u>AUTHORISED RANK/GRADE</u>	Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of COMKAF and entire KAF Area of Operations. This post is responsible for the management of NATO Core Network ISAF services at COMKAF HQ and various locations across Afghanistan. This includes domain controllers, electronic mail servers, backup servers and related systems.
- B. Reports to:** KSSG Chief Systems Administration
- C. Principal Duties:**
- Manages NATO Unclassified, ISAF Secret, and NATO Secret Networks
 - Manages the creation and removal of user accounts
 - Installs and removes hardware and software, resets passwords
 - Manages, supports and maintains mail services, gateway, and internet proxies
 - Produces Server configuration reports
 - Ensures that backups are executed and completed as scheduled
 - Maintains servers and applies patches and upgrades
 - Maintains and controls storage devices
 - Supports installation, operation and maintenance of NATO/ISAF Functional Area Services in close cooperation with FAS managers
 - Provides support to the ISAF theatre service desk for sys admin related problems
 - Updates and creates trouble tickets in detail with pertinent information
 - Ensures server rooms meet operational conditions and request maintenance as required
 - Collect and analyze statistics for capacity planning
 - Follows standard operating procedures for automated data processes (e.g. server management, system administration tasks)
 - Produces security reports on violations and maintains historical records of both frequent and uncommon violations in close cooperation with the Chief Information Security
 - Documenting the configuration of CIS systems for configuration management purposes
 - System performance tuning and disaster recovery planning
 - Deploys to sites across theatre as mobile communications team for sys admin support
 - Performs system-wide backups, and load and capacity planning and management.
 - Produces and updates standard operating procedures for automated data processes (e.g. server management, system administration tasks)
 - Provides system administration training to CIS POCs as required
 - Provides Web server administration and configuration

- Provides support for all NCSA systems deployed in ISAF and for all security domains.

D. **Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATIONS

1. **Professional/Experience:**

- Minimum of 5 years experience administering complex network environments
- Must be familiar with both stand-alone and network operations.
- Must have experience in scripting languages
- Must have extensive experience with Web servers administration (IIS and Apache)
- Experience using Microsoft Windows Applications
- Knowledge of Windows Server/Exchange
- Overall Knowledge of computer hardware and software
- Solid experience supporting and troubleshooting Server OS and hardware.
- Experience with system administration monitoring tools
- Knowledge of networking principles and troubleshooting experience
- Experience with WSUS and ePO

2. **Education/Training:**

- Microsoft Certified Systems Engineer or equivalent experience
- A+ certified hardware technician or equivalent experience
- MS Exchange Admin
- Windows 2003 Server
- VERITAS backup

3. **Security Clearance:** COSMIC TOP SECRET / A

4. **Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. **Standard Automated Data Processing (ADP) Knowledge:**

- a. **Word Processing:** Advanced Knowledge
- b. **Spreadsheet:** Advanced Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Advanced Knowledge

B. DESIRABLE QUALIFICATIONS

1. **Professional/Experience:**

- 6 years experience administering complex network environments
- Previous experience of a military or CIS environment
- Experience in the CIS Service Desk support arena
- ITIL experience highly desirable

2. **Education/Training:**

- Web Application/Design Course
- INFOSEC (COMPUSEC)
- GHOST/NORTON or other Image Software course

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4434

French: N/A

Post 5 – Network Administrator

[back to summary of posts](#)

PART I

<u>CE POST NUMBER</u>	N/A - Contractor	<u>DATE</u>	1 Nov 2009
<u>HEADQUARTERS/UNIT</u>	Kandahar Signal Support Group (KSSG)	<u>DUTY LOCATION</u>	Kandahar, Afghanistan; must be deployable throughout ISAF AOO
<u>JOB TITLE</u>	Network Administrator	<u>JOB CODE</u>	
<u>NATIONALITY</u>	<u>Service</u> CIV	<u>AUTHORISED RANK/GRADE</u>	Contractor

PART II - CE DUTIES

- A. Post Context:** This post is in direct support of COMKAF and the entire Kandahar Area of Operations. The network administrator is responsible for monitoring the network components that route and switch data across the entire theatre. They monitor, direct and prioritize network troubleshooting and maintenance. The individual also provides consultation to the CJ6 division in respect to changes and improvements to data networks. Individual will be required to travel to regional commands and provincial reconstruction teams for maintenance, troubleshooting and installations.
- B. Reports to:** KSSG Lead Networks Controller
- C. Principal Duties:**
- Monitors and maintains the Local and Wide Area Networks (LAN/WAN).
 - Ensures proper implementation of all network policies and procedures
 - Creates/updates Standard Operating Procedures relating to LAN/WAN functions
 - Installs, maintains and troubleshoots network equipment to include routers and switches in support of all NCSA systems deployed in ISAF, and on all security domains
 - Performs fault and problem management to ensure services are maintained according to the levels defined by CJ6
 - Uses local and NATO trouble ticketing procedures as required
 - Produces network configuration documentation and designs
 - Works closely with bearer network personnel to ensure network dependencies are maintained
 - Works closely with ISAF crypto cell to ensure crypto is maintained properly for networks
 - Responsible for the configuration, control, security, and connectivity of all critical network components (i.e., routers, switches, etc.) in the ISAF AOO
 - Reports all significant network activity to the Lead Networks Controller
 - Assists Helpdesks and System Admins in restoration of network services
 - Maintains monitoring tools and updates to current network configuration
 - Provides network administration training as required
- D. Additional Duties:** The incumbent of the post may be required to perform other related duties as directed.

PART III - QUALIFICATIONS

A. ESSENTIAL QUALIFICATIONS**1. Professional/Experience:**

- Minimum of 4 years in the operation and control of data networks and systems
- In-depth experience with network monitoring tools in an enterprise network
- Practical experience with management, operation, and routine maintenance procedures of information systems
- Experience troubleshooting in a mixed vendor network environment
- Experience in a Cisco environment
- Experience with various network protocols (OSPF,EIGRP,BGP)
- Experience with encryption devices
- Experience with telecommunications solutions
- Overall Knowledge of computer hardware and software

2. Education/Training:

- CISCO Certified Network Associate (CCNA) or CISCO Certified Design Associate (CCDA).
- Multiple courses and training in circuit management

3. Security Clearance: NATO Secret**4. Language (Listening, Speaking, Reading, Writing).**

English: SLP4433

French: N/A

5. Standard Automated Data Processing (ADP) Knowledge:

- a. **Word Processing:** Advanced Knowledge
- b. **Spreadsheet:** Advanced Knowledge
- c. **Graphic Presentation:** Working Knowledge
- d. **Database:** Advanced Knowledge

B. DESIRABLE QUALIFICATIONS**1. Professional/Experience:**

- 6 years experience administering complex network environments
- GRE tunnelling experience
- VOIP implementation and maintenance experience
- Must have worked as a network administrator
- Experience with switching and routing equipment from various vendors
- Basic experience with satellite systems
- ITIL experience
- Previous experience in a military CIS environment
- Experience in the CIS Service Desk support arena

2. Education/Training:

- Microsoft Certified Systems Engineer (MCSE)
- MS Exchange Admin
- Windows 2003 Server
- VERITAS backup
- CIS Staff Officer Course (CISO)

- NS WAN Information Manager I/II
- NS WAN Mail Manager
- Knowledge or training in ITIL principles

3. **Language** (Listening, Speaking, Reading, Writing)

English: SLP 4434

French: N/A

3. PHYSICAL SECURITY/SAFETY REQUIREMENTS

- a. Official duty place will only be within KAF (Inside the Fence). (This does not apply to in- and out-processing or to the pre-deployment training activities).
- b. The clause at Chapter 1 SECTION 2 Para 6. "Deployment to a NATO Theatre of Operations" applies.
- c. In this context it should be noted those at all times, the Contractor/Consultant is responsible for possession and proper use of Personnel Protection Equipment (PPE). If, on an available basis, the Purchaser can make it available, then it will be so. Due to the current influx into theatre, and subsequent demand on inventories, bidders should anticipate the private purchase of PPE and reimbursement thereof by NCSA.
- d. The Contractor/Consultant will be briefed on the approved site physical security and safety regulations and emergency services upon arrival.
- e. Access passes to the duty place will be provided subject to Host Nation/Base regulations.

4. HOURS OF OPERATIONS AT KAF:

- a. The work week in KAF is 6 days per week, 10 working hours per day with Saturday a half day and Sunday off.
- b. Because of the nature of the ISAF mission, consultants may be required to work flexible hours to respond to the exigencies of service.
- c. Under extraordinary circumstances, the contractors' personnel may be tasked by the COTR to work either in a rotary shift, day shift or night shift
- d. This extraordinary work in shift shall not give any rights for compensation to the contractor and the contract rate shall remain unchanged under those circumstances.

5. RECOGNIZED HOLIDAYS

Official SHAPE / NCSA holidays are not applicable at KAF.

Chapter 4 – Lot 3 UHF DAMA Consultants

SECTION I – SCOPE OF WORK

1. Introduction

This consultancy support will consist of four individuals:

- Two (2) individuals located at NCSA/SMD (NATO CIS Services Agency/System management Division) in Mons (Belgium) and
- Two (2) individuals located at NCISS (NATO Communications and Information Systems School) in Latina (Italy).

The four individuals will be employed on a full time basis for the periods and under the conditions stated at Part II Para 1.3.2.

It shall be noted that any of the four individuals may be temporarily deployed to ISAF operations in Afghanistan for limited periods of time, normally not exceeding 4 weeks in duration.

2. Functional Requirements and tasks to be performed

2.1 NCISS UHF DAMA consultants:

2.1.1 A critical component of the UHF transition to DAMA is a fully trained fighting force. Each operational user needs to be fully capable of operating in a DAMA environment and well versed in the DAMA concept of operations. To meet this goal, contracted UHF DAMA consultants will be required to work for NATO Communications and Information Systems School (NCISS) in Latina, Italy. Those UHF DAMA Consultants shall the following requirements and perform following duties:

2.1.1.1 They will be required to demonstrate and maintain a high degree of knowledge in UHF SCPC and DAMA operations, equipment, procedures, and methods;

2.1.1.2 They shall provide “initial” and “refresher” training both at the NCISS in Latina, Italy and on order at various geographic locations throughout NATO’s area of interest for select personnel from the NATO Response Force (NRF), NATO’s International Security Assistance Force (ISAF), NATO’s Kosovo Force (KFOR), NATO’s Signal Battalions and at the European Union’s Stabilisation Force in Bosnia and Herzegovina (EUFOR) on the proper operation of the Harris AN/PRC-117F UHF TACSAT radio in SCPC and DAMA modes of operation;

- 2.1.1.3 They shall assist in the development and publication of NCSA Operating Support Instructions (OSI) on UHF space and ground segment, TACSAT radios, ViaSat DOCCT/S and UHF DAMA Orderwire Channel Controller;
- 2.1.1.4 They shall conduct in-person "initial" and "refresher" training to NATO personnel on the proper operation of the ViaSat DOCCT/S UHF satellite simulator in both SCPC and DAMA modes of operation;
- 2.1.1.5 They shall assist in the development and publication of NATO SOPs on the operation of the ViaSat DAMA Orderwire Channel Controller Terminal/Simulator (DOCCT/S) UHF satellite simulator;
- 2.1.1.6 They shall be fully capable of presenting, facilitating and speaking before a class full of students;
- 2.1.1.7 On order, they shall deploy to European staging areas in theatres of operation to train personnel rotating into the KFOR / ISAF Areas of Operations (AORs) on equipment;
- 2.1.1.8 They shall develop and publish a training curriculum for the activities defined in this SOW, to include: (1) a course syllabus; (2) complete presentation material to facilitate a course; (3) handouts; (4) student binders; (5) hands-on exercises to use with training equipment and; (6) any other pertinent training material;
- 2.1.1.9 They shall draft and distribute, update as necessary, and staff the training curriculum through the NCISS and NCSA on a 3-month basis for evaluation;
- 2.1.1.10 They shall produce Training material using standard tools, mainly MS Office tools (Word, Power Point, Excel) and Adobe PDF for handouts;
- 2.1.1.11 They shall provide student evaluation questionnaires and adapt coursework according to the received critiques. Forward faculty reviews to the NCISS supervisor;
- 2.1.1.12 They must be capable of programming VNCC to operate the DOCCT/S equipment located at the NCISS, as actual ViaSat UHF DAMA controller and a DOCCT/S are functionally one and the same.
- 2.1.1.13 They shall perform other duties as assigned within the scope of conducting and developing training and SOPs and/or the contract under which they are hired. These additional duties will not increase the workload beyond the expected 38 man-hour work week;

- 2.1.1.14 They shall thoroughly understand the systems described in Annex C: Technical specifications;
- 2.1.1.15 As the estimated number of students to be trained per year is ~ 526, but this number not being fixed and remaining subject to change, Consultants shall write NCSA OSI's, training plans, and e-learning documents during non-teaching periods.
- 2.1.1.16 The UHF DAMA consultants shall be prepared to be deployed in the areas within and outside the NATO AOR (Europe, Balkans, Afghanistan).
- 2.1.2 Travel arrangements to and in ISAF Theatre of Operation, and KFOR or EUFOR: see Chapter 1 Section 2 Para 6.

2.2 NCSA/SMD UHF DAMA consultants:

- 2.2.1 The two NCSA/SMD Consultants shall meet the following requirements and perform following duties:
 - 2.2.1.1 They shall be required to demonstrate and maintain a high degree of knowledge in UHF SCPC and DAMA operations, equipment, procedures, and methods;
 - 2.2.1.2 Interface with end users in ISAF, KFOR, EUFOR Area of Operations (AOOs) and respond to UHF space segment satellite access request (SARs), i.e. staffing Satellite Access Authorization (SAA) through SHAPE for approval;
 - 2.2.1.3 Send out UHF satellite access authorizations (SAAs) or satellite access denials (SADs), as appropriate, once a SAR has been formally staffed through SHAPE.
 - 2.2.1.4 Establish, publish and maintain a DAMA Terminal Base Address (TBA) database for the ISAF/KFOR AORs. The published TBA directories become a de facto telephone directory of sorts, so a given end user knows his TBA and those of others in his/her communications net he/she may wish to contact;
 - 2.2.1.5 Conduct UHF SATCOM DAMA network planning for every NATO and EUFOR DAMA and SCPC net. This requires direct and open lines of communications to all NATO and EUFOR Theatres of Operations (e.g., KFOR, EUFOR, ISAF), maritime, air, etc. Congruent with this requirement is the need for consultants to program each nets AN/PRC-117F TACSAT terminal using the Harris Radio

Programming Application (RPA). UHF DAMA Consultants will be required to send RPA files via the NATO SECRET Wide Area Network (NS WAN) to each NATO/EUFOR Theatre of Operations RPA POC which will be established by Theatre.

- 2.2.1.6 Establish and update a ViaSat Network Channel Controller (VNCC) UHF DAMA database. Coordination with the Italian MoD is required for this task;
- 2.2.1.7 Coordinate and be an active participant in the drafting and refinement/revisions of UHF OSI and Standard Operating Framework between NCSA and the Direzione Generale delle Telecomunicazioni dell'Informatica e delle Tecnologie Avanzate (TELEDIFE), the latter organization of which provides interim UHF DAMA control service to NATO. Consultants will not be authorized to take decisions on behalf of NCSA;
- 2.2.1.8 Troubleshoot any potential issues with the interim UHF DAMA controller via direct consultation with the appropriate Italian TELEDIFE points of contact, NC3A, ViaSat Corporation, Harris Corporation and various NATO/EU Theatres of Operations, e.g., KFOR, EUFOR, ISAF users. Consultants will not be authorized to take decisions on behalf of NCSA;
- 2.2.1.9 Perform other duties as assigned within the scope of conducting and developing training, DAMA databases, RPA files, and SOPs. These additional duties will not increase the workload beyond the expected 38 man-hour work week;
- 2.2.1.10 Management of NATO legacy Motorola LST-5C, 5D, 5E and Harris AN/PRC-117D radio assets as well as NATO's new software programmable Harris AN/PRC-117F Tactical Satellite (TACSAT) units;
- 2.2.1.11 Management of NATO's interim and the final NATO DAMA control capabilities;
- 2.2.1.12 Management, operating and maintenance of NATO owned DAMA control capabilities which will be installed at SHAPE Mons.
- 2.2.1.13 Monitoring of UHF spectrum, performing measurements, calibration, interference and trend analysis.
- 2.2.1.14 Providing assistance and technical advise to NATO personnel maintaining and operating alternate DAMA controller and deployed DAMA controllers

2.2.1.15 Management of both the NATO SATCOM Post-2000 (NSP2K) and NATO UHF leased UHF space segment assets;

2.2.1.16 Management as defined in Para 2.2.1.11 and 2.3.1.15 above includes, but is not limited to, the following:

- Establishing equipment holdings;
- Establishing user list(s);
- Identification of Operations and Maintenance (O&M) support;
- Inventory of all items (NDSS);
- Training of NCSA Primary and Alternate Control Centre Duty controllers;
- Helpdesk support to Network control centres and users;
- Providing Host Nation Support (coordination of Type B Cost Estimates [TBCE], Invitation for Bid [IFB], Statement of Work [SOW], etc.);
- Maintain UHF satellite database and WEB page;
- Develop UHF operating instructions for SCPC and DAMA applications.

2.2.1.17 The UHF DAMA consultants might be deployed in the areas within and outside the NATO AOR (Europe, Balkans, Afghanistan).

2.2.2 Travel arrangements to and in ISAF Theatre of Operation, and KFOR or EUFOR: see Chapter 1 Section 2 Para 6.

3. Qualifications and experience

3.1 Preliminary and IMPORTANT REMARK

3.1.1 The qualifications and experience requested herein are essential.

3.1.2 Each individual Consultant's CV shall be supported by all descriptive material to demonstrate that this individual meets those qualifications and experience.

3.1.3 Descriptive material shall be composed of (but shall not be limited to) all relevant documents and certificates related to previous/similar contracts

and originating from the former employer(s) (private company or civil / military organisation for which the Consultant worked in the past).

3.2 Essential qualifications:

3.2.1 Each Consultant for NCSA and NCISS position shall:

- Provide certification to prove successful completion of higher education; and advanced vocational training in the field of Satellite Communication Systems or telecommunications / electronic engineering.
- Have at least 4 years experience with Military Deployable SATCOM systems
- Completed formal training on the ViaSat Network Channel Controller (VNCC) for Demand Assigned Multiple Access (DAMA) Ultra High Frequency (UHF) network control, and ViaSat Application Training.
- Assigned Multiple Access (DAMA) Ultra High Frequency (UHF) network control, and ViaSat Application Training.
- Completed formal training on the Harris RF Communications Corporation AN/PRC-117F UHF DAMA SATCOM radio.
- Have experience as a UHF DAMA radio operator and with UHF DAMA network control, plus troubleshooting, relative to those of a military field environment.

3.3 Experience

3.3.1 Each Consultant for NCSA Mons, BEL shall:

- Have experience in the areas of satellite access requests (SARs), satellite access authorizations (SAAs, etc.).
- Have experience in UHF DAMA satellite troubleshooting relative to those of a military field environment.

3.3.2 Each Consultant for NCISS Latina, ITA shall:

- Have at least one year of professional experience teaching all aspects of modem telecommunications theory and the practical application thereof.
- Have experience with the design, development and maintenance of training material.

3.4 Language Skills.

The minimum requirement for all personnel employed under this Lot 3 is 4444 on the English language proficiency test specifications in accordance with NATO STANAG 6001 (Annex 1 to Part II), i.e. Listening 4, Speaking 4, Reading 4, Writing 4.

4. Standard Automatic Data Processing Knowledge

Automated Data Processing (ADP) Level for all personnel employed under this Lot 3.

<u>E-Mail Clients (Microsoft Outlook</u>	Advanced Knowledge
<u>Database Management</u>	Advanced Knowledge
<u>Word Processing</u>	Advanced Knowledge
<u>PDF files with Adobe Acrobat</u>	Advanced Knowledge
<u>Graphics Presentation</u>	Advanced Knowledge
<u>Spreadsheet</u>	Advanced Knowledge
<u>Web Browsers</u>	Working Knowledge
<u>Web Content Management</u>	Working Knowledge

5. Physical Security/Safety Requirements

- a. Official duty place will be as specified in Part II Para 5.1.3 Lot 3.
- b. The clause at Chapter 1 SECTION 2 Para 6. "Deployment to a NATO Theatre of Operations" applies. The Contractor/Consultant will be briefed on the approved site physical security and safety regulations and emergency services upon arrival.
- c. Access passes to the duty place will be provided subject to Host Nation/Base regulations.

6. Hours of Operations:

- a. At NCSA SMD or NCISS Latina standard hours of operations as specified in the NCSA General Provisions for Consultant Contracts apply.
- b. Working hours for deployment are as follows: up to 10-12 hours a day / 5 days a week
- c. Under extraordinary circumstances, these personnel may be tasked by the COTR to work in a rotary work shift and longer hours if required in accordance with as a minimum the following schedule:
 - day shift from 0600 to 1500 hours; and
 - night shift: from 1100 to 2000 hours.

This extraordinary work in shift shall not give any rights for compensation to the contractor and the contract hourly rate shall remain unchanged under those circumstances.

7. Recognized Holidays

Official SHAPE / NCSA holidays are not applicable at deployed locations.

Annex A: CONDITIONS OF WORK AND LIVING IN ISAF HQ KABUL**Remark:**

- These conditions are subject to change at any time due to the operational conditions of the area.
- The clause at Chapter 1 Section 2 Para 6 entitled "Deployment to a NATO Theatre of Operations" has precedence in case of contradiction.

Accommodation

Accommodation is provided in the living containers in the camp of your work location. The containers are 6m X 2.5 m (20' x 8'), and are equipped with two beds, a table, 2 chairs and one drawer per inhabitant. All rooms have air-conditioning and a heating system installed. Bed linen is provided on camp. The showers and toilets are shared with other people. Accommodation on the camp will be provided by NATO.

Electricity

ISAF has its own power generation running at 220 V with "Northern European" style twin round pin plugs. Extension cords are not provided and are useful if you want to run more than one item at a time in your room. Please bring an adaptor/transformer with you, if this electrical format is not used in your country.

There are however locations where 110 V with American style plug are common – these are usually in southern and Eastern AFG.

Working Hours : see Chapter 2 Para 4**Meals**

There are several options to eat in ISAF HQ (note that you will be responsible to cover your own food expenses).

In HQ ISAF there is the 'Supreme Dinning Facility'. They have a buffet during breakfast, lunch and dinner. The prices as of June 2009 are as follows:

Breakfast - approx. 2.0 Euro

Lunch - approx. 9.5 Euro

Dinner - approx. 7.9 Euro

Furthermore there is a Pizza Bar in the Moral and Welfare Activities building and 'The Danish' restaurant, where one can eat a varied range of dishes at reasonable prices

Bunkers

There are several bunkers spread out over the camp. A specific bunker will be assigned on individual basis.

Fitness and Gymnasium

HQ ISAF has a well equipped gymnasium with running machines, cross trainers, steppers, rowing machines, cycling machines and spinning bikes. A sauna is available as well. The gym is open 7 days a week from 0500 hrs to 2300 hrs. Users are required to bring a towel and indoor shoes in the gym. Furthermore there is a football pitch volleyball, basketball and tennis court. All sports activities are free of charge and available also for Consultants.

Laundry

Laundry is available. You can choose between the laundry machines or laundry bag system. For both you need to pay. Laundry bags can be handed in every day of the week and is normally returned the following day. The cost of the laundry service is around 5 Euro per bag. Bed linen can be exchanged free of charge for a clean set at your convenience.

A self-service laundry room is also on the compound, but the availability of the washing machines is not always guaranteed. .

Cash

You can withdraw money (Euros and US Dollars) from your account using the ATM on the compound. The main currency used in HQ ISAF is Euro, but US Dollars are accepted. For outside shopping US Dollars are widely accepted.

Telephones

Telephone communication from Afghanistan to your home nation can be performed via cell phone. Your provider from abroad will most likely work but be aware that it may cost 2.5 Euro per minute. It is recommendable to have a mobile telephone without a SIM lock; you can purchase an Afghan (prepaid) SIM card. From your office NATO Core Network phone you can call using international prepaid phone cards. Skype/Voipcheap is also possible as all accommodations have internet installed.

Internet

On the ISAF HQ compound there is an Internet Cafe with some workstations and IP ports for laptops. The facility is open 24/7. Every accommodation has internet connection, although it can be slow during peak hours. Internet use is free of charge.

Shops

There are a few shops at ISAF HQ where local handicrafts can be bought. There are also a few PX's, selling electronics, toiletries, soft drinks, sweets, cigarettes and souvenirs.

Bars and Alcohol

There are designated places at ISAF HQ where you are allowed to buy and drink alcohol. The camp rules state a maximum of 2 cans per person per day and can only be consumed after 19.00. Besides those designated areas the consumption of alcohol is strictly forbidden.

Cinema

Every evening in the week a movie is shown in our Cinema in the Moral and Welfare Building.

Services

The services on the camp are limited to a hairdresser, beauty salon and tailor.

Weather

Summer (between May and September) in Kabul is hot and dry (average 35 degrees C) with occasional dust storms.

Winter starts in late November and temperatures in Kabul can be as low as - 20 (degrees C). Consider that Kabul is at 1,800 meters altitude and the weather conditions can be quite harsh.

Time

Afghanistan is +4.5 GMT/UT.

Clothing

Dress code for ISAF is casual. For the summer time we suggest taking cotton/linen clothes. For the winter you will need a warm fleece and jacket. We also recommend boots all year round.

2 sets of working clothing, for the Consultants performing specific jobs, are to be provided by the Consultants.

Women's Clothing

It is recommended to wear concealing clothing: long sleeves and a headscarf.

Afghanistan VISA

In cases when the travel is done via commercial air flights, in and out of Afghanistan, there is a need for the Afghan visa.

The procedures, costs as well as the forms and locations of Afghan Embassies and Consulates dealing with consular services are available on the web page of Ministry of Foreign Affairs of Afghanistan (www.mfa.gov.af)

Arranging for the visas and payment for the visas will be the obligation and responsibility of the Contractor.

Annex B : KANDAHAR AIRFIELD (KAF) GUIDE

Remark:

- **These conditions are subject to change at any time due to the operational conditions of the area.**
- **The clause at Chapter 1 Section 2 Para 6 entitled "Deployment to a NATO Theatre of Operations" has precedence in case of contradiction.**

This guide is intended to provide useful information to all Contractor personnel coming to International Security Assistance Force in Afghanistan.

Luggage

If you travel here by military aircraft then the usual baggage allowance is 30 kg of attended baggage (10 kg hand luggage and 20 kg "hold" baggage) and the so called unattended baggage. This might arrive in KAF a few days after you by a separate cargo flight.

Accommodation

Accommodation is provided in the specialised containers on the camp probably close to your work location.

The rooms in the containers are 6m X 2.2 m (20' x 7'), and are usually equipped with two beds, a table, 2 chairs and one dresser per occupant. All rooms have air-conditioning and a heating system installed. Bed linen is NOT provided on camp but may be purchased on base if needed. The showers and toilets are shared units but are integral to the container. In regard to the amount of inhabitants per accommodation the Civilian Personnel Policy, Article 42 states: "In case ICC staff members are accommodated on camp the number of staff per accommodation (room) will in principle be limited to not more than two". Accommodation on the camp is free of charge.

Electricity

KAF has its own power generation running at 110 V with "US" style flat pin plugs. Extension cords are not provided and are useful if you want to run more than one item at a time in your room. Please bring an adaptor/transformer with you, if this electrical format is not used in your country.

Meals

There are several options to eat in KAF (note that you will be responsible to cover your own food expenses).

In KAF there are three separate 'Supreme Dining Facilities'. They offer a self serve buffet meal during breakfast, lunch and dinner. They require the purchase of a "SWIPE CARD" that is then used whenever you go for a meal. This card is valid for 3 months and there is no possibility for a refund. The prices as of February 2008 (they went up a little in March) are as follows:

1 Day Card - \$52.3 for 3 meals

7 Day Card - \$327 for any 21 meals.

31 Day Card - \$1540 (latest price) for any 93 meals.

In addition, there is a Pizza Hut Takaway, a Burger King and 'The ECHOS' restaurant, where one can eat a varied range of dishes at reasonable prices. All have long waiting times unfortunately. These facilities and some shops and the famous Tim Horton's Coffee Shop are situated on the BOADWALK a large square which is the hub of activity at KAF. There are several other coffee shops and snack eateries situated where the bigger national entities are located.

Fitness and Gymnasium

KAF has a well equipped gymnasium with running machines, cross trainers, steppers, rowing machines, cycling machines and spinning bikes. The gym is open 7 days a week from 0500 hrs to 2300 hrs. Users are provided a towel and bottled water is available. Furthermore there is a basketball court and even an ice (sorry real ice only in winter when very cold) hockey arena inside the Boardwalk. All sports activities are free of charge.

Laundry

You will be provided with a laundry bag. Laundry can be handed in every day of the week and is normally available for collection the following day. A number of self-service laundry rooms are also available and they are generally well maintained. The individual must pay for these services.

Salary and Cash

You can withdraw money (Euros and US Dollars) from your account using the ATM on the Boardwalk. The main currency used in the US Dollar and these are also accepted at the weekly Baazar on Saturdays.

Telephones

Telephone communication from Afghanistan to your home nation can be performed via cell phone. Your provider from abroad will most likely work, but be aware that it may cost 2.5 Euro per minute. It is recommendable to have a mobile telephone without a SIM lock; you can purchase an Afghan (prepaid) SIM card. From your office IVSN phone you can call using international prepaid phone cards. Skype is also possible if you subscribe to the internet in the accommodation.

Internet

On KAF there are several Internet Cafes with some workstations and IP ports for laptops. The facility is open 24/7. Every accommodation has internet connection, although it can be slow during peak hours. Internet use is not free of charge and the price increases with the speed selected-even the fastest is not very good.

Shops

There are a few shops at the Boardwalk where local handicrafts can be bought. There are also a few PX's, selling electronics, toiletries, soft drinks, sweets, cigarettes and souvenirs.

Bars and Alcohol

The consumption of alcohol at KAF is strictly forbidden. It is only permitted for specific occasions when prior approval from COMKAF has been obtained.

Cinema

Occasionally movies are shown in the Moral and Welfare Building. Most people watch them on their own laptops. Movies are \$2 each at the Bazaar.

Services

The services on the camp are limited to a Barbers next to the US PX.

Weather

Summer (between April and October) in Khandahar is very hot and extremely dry (temperatures over 50 degrees C are not unusual) with occasional dust storms and rare very heavy downpours with flooding.

Winter starts in December and temperatures can be as low as - 10 (degrees C).

Time

Afghanistan is +4.5 GMT/UT. The clocks don't change to "summer time".

Clothing

Civilian Dress code for ISAF is casual. For the summer time we suggest taking cotton/linen clothes. For the winter you will need a warm fleece and jacket. We also recommend boots all year round. The ground is extremely rough and there are no paved roads. Distances are quite significant as this is a large base. A rudimentary bus service is available that links the main areas. A basic set of working clothing will be provided to each employee upon the arrival.

Women's Clothing

It is recommended to wear concealing clothing: long sleeves and a headscarf. You will be more comfortable.

Afghanistan VISA

In cases when the travel is done via commercial air flights, in and out of Afghanistan, there is a need for the Afghan visa.

The procedures, costs as well as the forms and locations of Afghan Embassies and Consulates dealing with consular services are available on the web page of Ministry of Foreign Affairs of Afghanistan (www.mfa.gov.af)

Arranging for the visas and payment for the visas will be the obligation and responsibility of the Contractor.

Annex C: Technical specifications

1. Systems

1.1 All consultants shall be fully versed in the following systems, as they pertain to their duties outlined in the SOW.

1.1.1 Interim UHF DAMA control architecture

1.1.1.1 The interim UHF DAMA controllers operate by means of advanced radio and modem components which enable reliable UHF SATCOM communications and enhanced secure voice and data capabilities. The controller design is a fully-programmable software module which will enable a seamless integration into the NSP2K UHF space segment. The Italian MoD will provide NATO with the UHF space segment using their own indigenous UHF DAMA controllers and the SICRAL UHF payloads assigned to NATO under the NSP2K programme.

1.1.1.2 The interim UHF DAMA controllers built with one hundred percent backup capability through the use of a primary channel controller (PCC) and an alternate channel controller (ACC). The PCC and ACC are completely independent from each other and do not share any common components (e.g., antennas, high power amplifiers (HPAs), etc...) The PCC is capable of sending out the UHF DAMA orderwire transmission throughout the geographic satellite footprint of the SICRAL spacecraft. The ACC will continuously monitor the PCC's UHF DAMA orderwire. If the ACC identifies that the PCC misses three consecutive UHF DAMA frames, the ACC will automatically and seamlessly take over and send out the UHF DAMA orderwire thereby minimizing operational risks to deployed forces operating on UHF DAMA nets.

1.1.1.3 The interim UHF DAMA controllers will DAMAtize a maximum of three each 25 kHz wideband SICRAL UHF space segment channels. The interim UHF DAMA controllers shall be configurable, at NATO's sole discretion, to allow "slaving" of either one or two 25 kHz wideband UHF channels off the master 25 kHz channel, operated from the same satellite, via a concept known as frequency switched slot connect (FSSC). Based on the foregoing, if NATO chooses to DAMAtize the maximum number of three 25 kHz wideband channels this interim DAMA control service can provide it would equate to a maximum of 15 separate voice/data communications nets, each having a 2,400 baud rate of throughput.

1.1.1.4 The interim UHF DAMA controllers shall be configured in terms of their frame formats, forward error correction rates, and modulation schemes at the sole discretion of NATO.

1.1.1.5 The interim UHF DAMA controllers will operate UHF DAMA mode compatible with STANAG 4231 (Ed 4). The interim UHF DAMA controller terminal will be set on pre-designated frequency pairs. Reprogramming of the DAMA controllers' DAMA frequency tables shall be accomplished via a Windows based programming software application running on a desktop or laptop computer to be provided as part of the service provision by the Italian MoD.

1.1.1.6 The UHF DAMA controller is compliant with MIL-STD-188-183- which defines an interoperable waveform standard for digital communications over UHF DAMA 25-kHz UHF SATCOM channels when operated in DAMA mode. Compliance with this MIL-STD assures NATO end users using the Harris AN/PRC-117F UHF TACSAT terminals of a fast, reliable and error-free voice and data transfer over the many types of secure communications time slots, e.g. computer email or voice.

1.1.1.7 A diagram of a how NATO's interim UHF DAMA controller is to operate is shown (below). Note that the UHF DAMA consultants hired for the Mons, Belgium mission will be required to program the ViaSat Network Channel Controller (VNCC) Windows platform software and send the saved UHF DAMA database file to the Italian MoD UHF DAMA controller site so that the Italian MOD personnel can extract and load this file into their DAMA controllers.

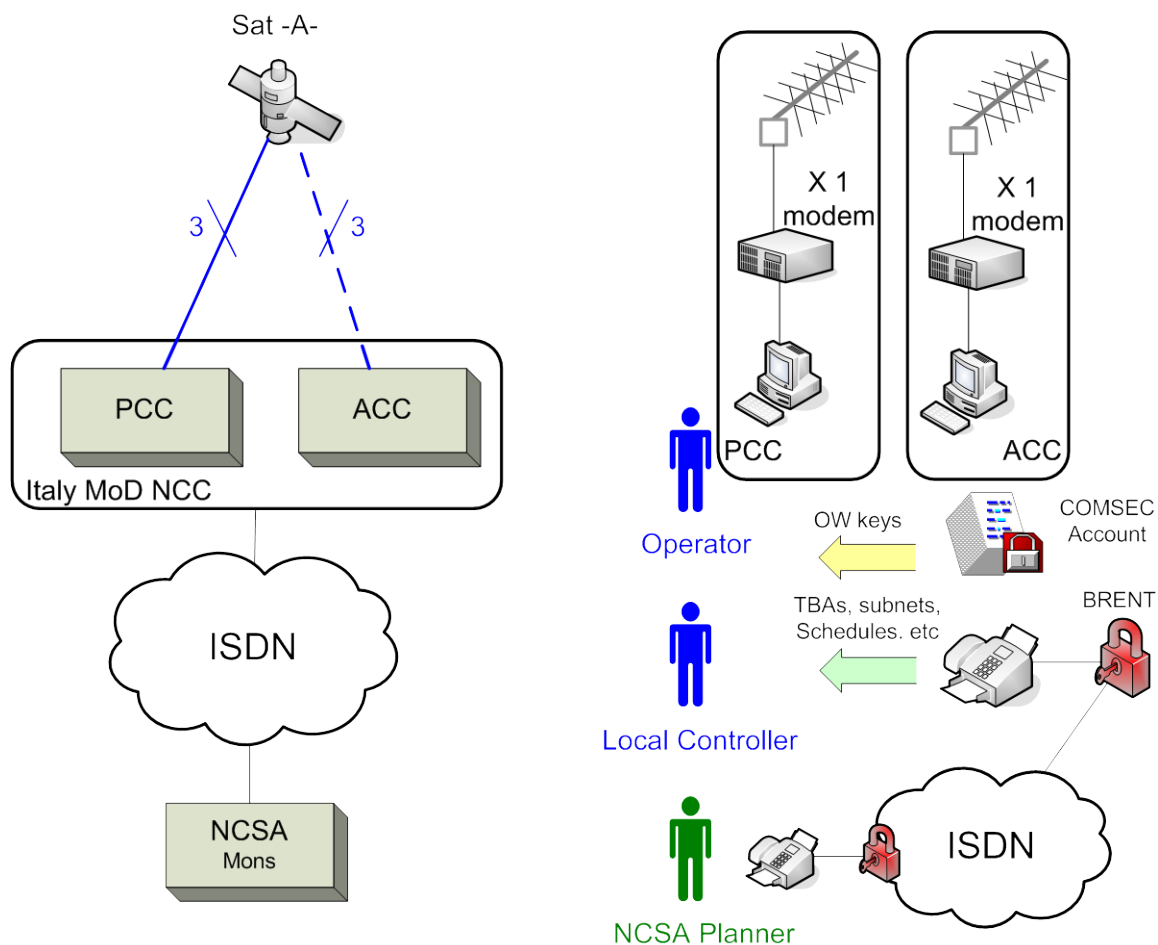


Figure 1: Diagram of how UHF interim DAMA controller is to operate from a functional perspective

2.1.2 Harris AN/PRC-117F UHF TACSAT radio:

2.1.2.1 The UHF TACSAT terminal shall operate by means of an advanced manpack radio which provides reliable tactical communications through enhanced secure voice and data capabilities. UHF TACSAT terminals are of the same basic type for on-the-pause, on-the-move, or office-module with only the ancillary equipment changing depending on configuration. The terminal design shall be based

on a fully-programmable software module which allows for easy upgrades of the used waveforms and frame formats.

2.1.2.2 Each of the on-the-move (OTM) UHF TACSAT terminals shall be housed in transit harden case which contains the radio transceiver itself, a handset, and electrical connectors that allows the system to be powered by vehicular power (12 or 24 volts) as well as an associated UHF magnetic roof mounted omni-directional high-gain TACSAT SATCOM antenna, a 50-watt power amplifier, data cables, and data controller equipment (in PCMCIA form factor).

2.1.2.3 The office-module UHF TACSAT terminal shall be housed in transit hardened case which contains the radio transceiver itself, a handset, a multi-user access hub for radio-telephone and IP network data interface, and electrical connectors that allow the system to be powered by either AC (85-270 VAC) or DC (9-36 VDC), as well as an associated UHF TACSAT SATCOM antenna, data cables, and data controller equipment (in PCMCIA form factor).

2.1.2.4 UHF TACSAT terminals (regardless of variant) will be able to operate in single access mode and in DAMA mode compatible with STANAG 4231 (Ed 4). When using DAMA mode, the terminal will operate on any of the STANAG 4231 (Ed 4) frequency pairs and be able to operate on other frequency pairs, as defined in a separate user defined frequency table. To allow operation on an extended frequency table, the terminals will have the ability to load a user defined frequency lookup table for DAMA mode of operation via Harris RF Communications Corporation's proprietary Radio Programming Application (RPA). Reprogramming of the TACSAT terminals DAMA frequency tables shall be accomplished via a Windows based radio programming software application running on a desktop or laptop computer via a RS232 serial port interface (laptops without such an interface must use a USB serial port emulator). UHF TACSAT radios will have the ability to switch automatically from the newer MELPe (Reference 1.B.) and the older Linear Predictive Codec-10 (LPC-10) voice-coder (vocoder) to ensure interoperability between new and old UHF TACSAT radio terminals in NATO's inventory.

3.1.3 ViaSat DAMA Orderwire Channel Controller/Simulator (DOCCT/S)

3.1.3.1 The DOCCT/S can tune to all UHF SATCOM frequencies from UHF uplink frequencies which range from 292.000 to 318.000 MHz, and to downlink frequencies which range from 243.000 to 270.000 MHz. The DOCCT/S is also able to DAMATize wide-band (25 kHz) SATCOM channels.

3.1.3.2 The DOCCT/S shall have both a line of sight (LOS) radio frequency (RF) and an RF coax cabling capability to allow its use in a classroom environment to simulate the proper delays, frame formats, orderwire encryption, waveform modulation and forward error correction rates as that of an actual UHF DAMA controller. The Contracted Training Consultants will be fully capable of installing, operating and training personnel on this device.

Annex D : Military Academy at Vyskov

INTRODUCTION

1. The Military Academy (MA) will be pleased to welcome attendees to NATO Civilian/Contractor Pre-deployment Courses, to be held at Vyskov, Czech Republic (CZE), in 2009. The dates are as follows:

.10-17 June: TDD-U3-0012

The cost is 275 Euro (approx 7,500 CZK) per individual. This cost is for Lodging and Meals and incidental course costs.

2. The course is administered by the NATO HQ IS Training & Development (T&D) Service. It is accredited by ACT and is mandatory for all NATO civilians/contractors who will be deployed in support of NATO Council-approved operations and missions.

3. The Aim of the Course. To provide NATO civilians/contractors with the knowledge and practical skills needed to deploy safely and successfully in support of NATO operations and missions, wherever they may be.

4. Concept. The emphasis is on learning through practical experience rather than academic testing, although the course includes some assessments to confirm that attendees have grasped the required knowledge and skills.

5. Course Preparation. All attendees should note the following:

- a. Advanced Distributed Learning (ADL). As a pre-requisite to the pre-deployment course, participants need to take on-line training using the ADL modules accessible via internet or intranet (access will be provided at contract award).
- b. Language. The course will be conducted in English, although interpretation into French can be made available if requested in good time before the start of the course.
- c. Fitness. Attendees will be invited to participate in outdoor 'field' training to put theory into practice. This will not be overly arduous, but will require a reasonable level of fitness. It is essential that any individual health, fitness or other personal concerns are brought to the attention of the instructors in advance of the exercises. The Human Resources officers at NATO bodies are asked to monitor this aspect carefully and not send anyone for training who might pose a risk to him/her self or others.
- d. Map Reading and Practical Navigation. A basic understanding of map reading would be helpful, but is not essential.

ADMINISTRATION

6. Details of nominees must be forwarded after coordination with respective NATO Contracting Offices via an *on-line Internet link to the electronic application form*.

7. Travel

Attendees are to report to the Vyskov Military Compound before 1600 hrs the first day of the course. The Academy can provide the transport from and to Prague airport. The bus will collect participants from Prague airport at 1100 hrs on the first day of the course.

Participants will be returned to Prague airport to arrive by 1130 hrs on the last day of the course. The meeting point at the airport is the official meeting point of Terminal North 2 which is located on the corner between terminals North 2 and North 1, and clearly marked.

Participants are to book in by email to (provided at contract award). This should be done as soon as flight details are known but not later than 1 week prior to arrival.

The following information may be useful:

- a. Train/Bus The nearest train and bus stations are in Vyskov town. There is good service from Prague and Brno to Vyskov.
- b. Car parking on-site at the Academy is possible, car details are to be forwarded on the online registration form.
- c. Taxi services are available close to the bus and train stations.
- d. The nearest major airports to Vyskov are Bratislava, Vienna and Prague, each about 1 Y2 - 3 hours driving time away. A smaller airport is in Brno, 30 minutes from Vyskov. The Academy can provide the transport only from and to Prague (see next para.)

8. In-processing. It is vital to the smooth in-processing that the participants report to the Academy by 1600 hrs on the first day. The in-processing starts with general brief to all the participants at 1630 hrs, followed by evening meal at 1830 hrs, and the Icebreaker at 1930 hrs.

9. Opening Address. The course will start formally with an opening address in the lecture hall at 0800 hrs the morning after the in-processing. The preferred standard of dress is smart casual.

10. Banking. It is recommended that attendees arrive with sufficient local cash (CZK) for travel and incidental expenses for the duration of the course. No commercial banking services exist within the Academy, however, a cash-point dispenser is located near to the front gate. Vyskov also has a number of banks with cash-point dispensers, which take major credit and debit cards.

11. Medical. During the course, the camp medical centre will be ready to provide emergency treatment, if necessary. There are also civilian medical facilities nearby.

12. Documentation. The following documentation is to be brought by participants:

- a. ID Card (NATO or national)
- b. Letter of Authorisation from the Contracting Officer
- c. Passport

13. Food and Accommodation.

- a. All the attendees are to be accommodated in camp during the duration of the course. Accommodation, including bedding and towels, will be provided by the Military Compound.
- b. Dependants cannot be accommodated within the Academy.
- c. Meals will be available from the dining facility for three meals per day.
- d. All payments are to be made in Czech Crowns.
- e. All bills must be settled before attendees depart from the course. A cash machine is available to withdraw Czech Crowns on site with major credit/debit cards.

14. Out-processing. All attendees are to clear their accommodation and food bills and hand back all the locally issued equipment and passes prior to the departure. The earliest acceptable departure time is after the graduation.

15. Legal. The arrangements which will apply to students while present in the territory of the Czech Republic will be as set out in the Technical Arrangement between NATO and the Training and Doctrine Directorate, and in any other relevant bilateral or multilateral agreements.

16. Mail. Given the short duration of the course it is unlikely that attendees will expect personal mail. However, any mail should be addressed as follows:

Student Name

NATO Course TDD U3

Vojenska Akademie

Sidi. Vita Nejedleho

682 03 VYSKOV 3

Czech Republic

17. Telephone and Email. There are limited facilities for making private external telephone calls. Official calls can be made from the accommodation block. Limited internet access exists within the accommodation block and at the Military Club in camp.

OUTLINE COURSE PROGRAMME

First Wednesday

16:30 hours In-processing 18:30 hours Evening meal 19:30 hours Icebreaker

Thursday

07:00 hours Breakfast

08:00 hours Opening address First day of lectures

Friday

Second day of lectures

Saturday

Third day of lectures

Sunday

Free time. Optional programme - Sightseeing / Shopping

Monday

Day 1 of Field Training

Tuesday

Day 2 of Field Training 13:00 hours Out-processing 14:00 hours Course debrief

17:00 hours Graduation

Wednesday

08:00 hours Course dispersal

COURSE CLOTHING AND EQUIPMENT LIST

1. The following is suggested as some outdoor activity is required. Please note that the Academy's accommodation is of a good standard and you should pack, as a rule of thumb, as if you were staying away for a week in a hotel.

- . Jumper/Jersey 2
- . Cold Weather Jacket & Liner 1 Waterproof
- . Hiking / Outdoor Boots 1 pair Waterproof
- . Warm Socks 2 pairs
- . Gloves 1 pair
- . Civilian Clothing - As for holiday wear in a temperate climate, as relevant for the season.
 - Comfortable and practical. Smart casual wear Le. Jacket + tie (equivalent for female) for icebreaker and graduation.
- . Personal hygiene kit
- . Personal medicines

Equipment supplied by Academy

- . Working Jacket and Trousers 1 set
- . Helmet 1
- . Body armour 1
- . Rucksack 1

2. The Academy will supply all course literature.

3. Students should bring pens, pencils and notebooks.

4. Personal mobile phones, MP players and other electronic items may also be brought if required. Please note that there is a TV, radio and DVD player in each room.