NATO SUPPORT AND PROCUREMENT AGENCY
AGENCE OTAN DE SOUTIEN ET D'ACQUISITION

To	:	ALL BIDDERS
Subject	:	GLOBAL ACCESS SERVICES AVIATION (GAS(A)) FLIGHT LINE SERVICES (FLS) AND AUXILIARY SERVICES AND INFLIGHT CATERING SERVICES (IFC) REQUIREMENTS
Collective Number	:	FSC2001

PART 10 - TECHNICAL PROPOSAL INSTRUCTIONS

AMENDMENT RECORD

REVISION / AMENDMENT	PART / PARAGRAPH	DATE OF ISSUE	REMARKS
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EXHIBIT 4 - TECHNICAL PROPOSAL INSTRUCTIONS

The purpose of the Technical Proposal Instructions is to allow the Bidder to present a response to the requirements stated in the SOW, its Annexes and location specific attachments in a structured and standard manner in order to allow a fair evaluation of all proposals. Any further reference to the SOW in this document except when explicitly mentioned as referring to the individual Main Body SOW document, refers to the Main Body SOW, its Annexes, attachments to the Annexes, Location Agreements and attachment to Location Agreements.

This part when duly completed and supplemented with any information deemed necessary by the Bidder to demonstrate compliance of the proposal with the requirement will constitute the Bidder's Technical Proposal. The Bidder shall not include any pricing details in the Technical Proposal.

The Bidder shall provide, in the Technical Proposal, a comprehensive description of the proposed approach in order to meet the requirements of the SOW for the respective services and/or locations which are being bid on. The technical compliance of the Bidder will be evaluated against the applicable SOW Annexes and (if applicable) Location Agreements (i.e. if locations are being bid on).

The Bidder shall clearly articulate how services will be performed and how capabilities to support the operations for Global Access Services Aviation are provided – Airport Services. Further services / capabilities are to be clearly defined and who is providing all resources required (if applicable) to execute these services / support these capabilities.

The Bidder shall detail within the proposal which resources will be used in support of the services and products provision and where those resources are located (e.g. dispatching, corporate support staff, etc.). Additionally, the proposal must outline how operations will be sustained during non-working hours. (i.e. 24/7 operations support necessary).

Where sub-contractors are proposed to perform a specific part of the scope (e.g. services/tasks/requirements within the SOW), NSPA will **only** evaluate the provided past experience, past performance and capabilities of this (these) sub-contractors for the sub-contracted scope.

Therefore, the Bidder shall provide the following:

1. **PAST EXPERIENCE & PAST PERFORMANCE**

1.1. <u>Past experience:</u>

1.1.1. Bidder shall detail its past experience in providing similar services in a comparable environment.

1.1.2. Past experience to plan, mobilize, implement and manage a project

of this nature.

1.1.3. Past experience to manage and ensure the quality of services delivered by subcontractors and/or on-site agents/suppliers, with similar projects.

1.1.4. Past experience to perform the Services in each of the areas specified in the SOW and Bidderincluded in the Bidder's technical proposal (i.e. Flight Line Services and/or Inflight Catering Services).

1.1.5. Methodology (Flight Line Services): Past experience will be assessed on the company's experience to mobilize and arrange provision of Flight Line Services on request, for large operations or exercises. This specific requirement focusses on capability to support an operational tempo much higher than normal operations for a defined duration. Evaluation as follows:

1.1.5.1. 6 points – comprehensive capability (large operations FLS and support at 5+ airport/airfield locations or direct services provision in at least 1 international airport - i.e. handling agents)

1.1.5.2. 4 points – effective capability (large operations FLS support at least at one airport/airfield location)

1.1.5.3. 2 points – weak capability (large operations for "husbandry" or other trip support services at multiple locations)

1.1.5.4. Maximum points 6

1.1.6. Methodology (Inflight Catering Services and Auxiliary Equipment): Past experience will be assessed on the company's experience to mobilize and arrange provision of Inflight Catering Services and Auxiliary equipment on request, on support of airlines or military defense forces. This specific requirement focusses on experience delivering services on a quick turnaround. Evaluation as follows:

1.1.6.1. 6 points - comprehensive capability (provide Inflight Catering Services and Auxiliary Equipment as a core business activity – i.e. Airport Caterer)

1.1.6.2. 4 points – effective capability (arrange and provide effective Inflight Catering Services and Auxiliary Equipment at multiple airport/airfield locations)

1.1.6.3. 2 points – weak capability (extensive experience in the provision of Airport Services other than Catering)

1.1.6.4. Maximum points 6

1.2. Past Performance:

1.2.1. Introduction. Past performance is a major consideration in determining Bidders' capabilities to perform the services under

solicitation. As such this will be thoroughly reviewed in the evaluation of technical proposals.

1.2.2. Requirement: As per Exhibit III – Past Performance Information Package.

1.2.3. Client Points of contact (PoCs):

1.2.3.1. Selection: Bidders should choose client points of contact for past performance that are able to provide endorsements for services similar in scope, size, complexity and environment to the services under solicitation.

1.2.3.2. Military/Governmental client PoCs are preferred but airlines/civilian will be considered as well. NSPA will be looking for evidence of Bidders' proven experience to arrange and deliver similar services to those required by the RFP.

1.2.3.2.1. Flight Line Services: the Bidder shall have performed a minimum of 50 services provisions to the identified client on an annual basis.

1.2.3.2.2. Inflight Catering Services and Auxiliary Equipment: the Bidder shall have arranged and fullfilled a minimum of 50 services requests to the identified client on annual basis.

1.2.3.3. Availability: It is incumbent upon the Bidder to ensure that nominated PoCs are available to discuss their assessments of Bidders' past performance over the telephone. To assist this process, client PoC should provide contact information including an alternative PoC if available.

1.2.3.4. Qualifications: Client PoCs should be able to speak with authority and knowledge on all aspects of their contractual relationship with the Bidder (existing or previous) and the Bidder's performance. This includes service delivery, contract management, manning, supply chain management, cost control (but not cost information), quality, mobilization and, where applicable asset management, Infrastructure and equipment.

1.2.4. Methodology: Past performance will be assessed on the origin of the PoCs provided.

1.2.4.1. Military/governmental Client PoC will provide the contractor with 3 points. Airline/Civilian Client PoC will

provide the contractor with 2 points.

1.2.4.2. A maximum of 6 points can be obtained

1.2.4.3. NSPA may contact Client PoCs to confirm satisfactory past performance using the provided Past Performance Questionnaire (PPQ) (as per Par. 1.2.2 above) and through potential follow-up telephone interviews.

1.2.5. Based on the evaluation methodology at Par. 1.2.4, Bidder will be awarded a qualitative assessment for past performance

1.2.6. Absence of relevant references or less than two references to client PoCs may render your proposal technically non-compliant.

2. PROJECT PLANS

2.1. The Bidders shall include plans and plan outlines as detailed in SOW (MB and Annexes) Section 17 in their technical proposal.

2.2. Plans and plan outlines shall be submitted as individual documents to allow more clarity and readability of the technical proposal.

2.3. NSPA will determine if the Bidders' proposed project management plan is capable of demonstrating the following criteria:

2.3.1. Effective and efficient management as indicated by its organizational structure (incl. organization chart).

2.3.2. Management and key staff are qualified for their positions (brief description of experience and qualification).

2.3.3. Handling/Catering agents/personnel and/or subcontractors effective management and control.

2.3.4. Project and process control measures and/or plans.

2.4. NSPA will determine if the Bidders' proposed quality management plan is capable of demonstrating the following criteria:

2.4.1. Effective and active quality assessment, evaluation and vetting of – Handling/Catering agents and/or subcontractors.

2.4.2. Quality assurance key staff are qualified for their positions (brief description of experience and qualification).

2.4.3. Handling/Catering agents and/or subcontractor management, audit and follow-up on quality related matters (operational/operating procedures).

2.4.4. Process control measures regarding reporting, investigation, resolution and implementation of corrective actions for any quality related issue.

2.5. Evaluation of the above will be based on assessment of how well the plans identify how management will integrate all processes, procedures and

management tools necessary to manage risk and schedule.

2.6. Each of the paragraphs above (2.3.1 – 2.4.4) will be rated as follows
- 2.6.1. 2 points – thoroughly identifies how the criteria will be met.
- 2.6.2. 1 point – somewhat identifies how the criteria will be met.
- 2.6.3. 0 points – does not identify how the criteria will be met.
- 2.6.4. Maximum points – 8 (must score higher than 5 to be compliant).

3. BIDDER'S CAPABILITIES

3.1. The Bidder shall provide evidence / assurance that the company is capable to meet the requirements detailed in the SOW, in particular:
- 3.1.1. The capacity to plan, manage, execute and maintain the services specified.
- 3.1.2. Provisioning of services/products including selection, vetting, management and monitoring of subcontractors and/or on-site personnel.
- 3.1.3. Compliance with and understanding of standards specified in the SOW and any other relevant standard for performing the work.
- 3.1.4. The flexibility to adjust to sudden and unforeseeable changes in an operational environment.

3.2. The Bidder shall confirm in the Contract Compliance Form that all the SOW requirements will be met with no deviations.

3.3. <u>Methodology (Flight Line Services):</u> Bidder's capabilities will be assessed on the company's capability to provide an effective dispatching for services coordination and provision for different customers at various locations. Evaluation as follows:
- 3.3.1. 8 points – comprehensive capability: Basic and Additional Flight Line Services, Auxiliary Services at more than 20 locations **or** direct services provision at 5+ international airports (i.e. handling agent).
- 3.3.2. 6 points – effective capability: Aircraft Turn Around only at more than 20 locations **or** direct services provision at 1+ international airport(s) (i.e. handling agent).
- 3.3.3. 2 point – weak Flight Line Services capability: Aircraft Turn Around only at less than 20 locations or any other kind of similar support services (e.g. ship husbandry in ports).
- 3.3.4. Maximum points: 8

3.4. Methodology (Inflight Catering Services and Auxiliary Equipment): Bidder's capabilities will be assessed on the company's capability to provide efficient dispatching for Inflight Catering Services and Auxiliary Equipment provision for different customers at various locations. Evaluation as follows:

3.4.1. 8 points – comprehensive capability (Inflight Catering Services dispatching at more than 20 locations **or** direct services provision at 5+ international airports (i.e. Airport Caterer).

3.4.2. 6 points – effective capability: Inflight Catering Services dispatching at more than 5 locations **or** direct services provision at 1+ international airport(s) (i.e. Airport Caterer).

3.4.3. 2 point – weak capability: Inflight Catering Services dispatching at less than 5 locations or any other kind of Airport services other than Catering (e.g. Ground Handling, trip support, etc.).

3.4.4. Maximum points: 8

4. EVALUATION METHODOLOGY

4.1. Further to Par. 11 of Part I – Bidding Instructions, the following criteria and weighting shall be utilized as the basis for determining if the proposal is technically compliant.

4.1.1. Table 1 contains mandatory criteria the Bidder must demonstrate 100% compliancy with. Failure to meet these requirements will result in the Technical Proposal being evaluated as non-compliant. Compliance to the below mentioned 5 criteria will be evaluated separately for Flight Line Services and Inflight Catering Services provision.

4.1.2. BidderTable 2 contains rated criteria for Flight Line Services provision with a total possible score of 20. The Bidder must get a total of minimum 12 points in order for the Technical Proposal to be deemed compliant.

4.1.3. Table 3 contains rated criteria for Inflight Catering Services and Auxiliary Equipment provision with a total possible score of 20. The Bidder must get a total of minimum 12 points in order for the Technical Proposal to be deemed compliant.

4.1.4 Any "zero rating" for one or more criterias from Table 2 or Table 3 will automatically render the technical proposal non-compliant.

Table 1 – Mandatory Criteria

Item	Requirement	Complied Y/N
1	Bidder has demonstrated its compliance with all criteria listed in Part V (Technical Evaluation Matrix).	
2	Bidder has provided evidence of ISO 9001 certification or equivalent (please attach a copy of a valid certification to the bid). In case of equivalency, Bidder shall describe in detail how the quality system meets the ISO 9001 requirements. Note: certification to specialist industry standards (e.g. ISAGO, IOSA, etc.) will be considered as fully equivalent.	
3	The Bidder has provided at least two (2) valid references for past performance in accordance with Par. 1.2.3.	
4	The Bidder's project management plan provides evidence that the Bidder has understood the requirements for services/products provision. (Par. 2.3 – Total: 8 / Pass: 5)	
5	The Bidder's project management plan provides evidence that the Bidder understood the requirements for services/products provision. (Par. 2.4 – Total: 8 / Pass: 5)	

Table 2 – Rating Criteria: Flight Line Services

Item	Requirement	Points	Score
1	The Bidder has provided valid **Client PoCs** as per Par. 1.2.3.	6	
2	The Bidder has provided evidence of the company's **experience** to mobilize and arrange provision of Flight Line Services as per Par. 1.1.5	6	
3	The Bidder has provided evidence of the company's **capability** in providing effective dispatching services support for Flight Line Services operations as per Par. 3.3	8	
TOTAL		20	

Table 3 – Rating Criteria: Inflight Catering Services

Item	Requirement	Points	Score
1	The Bidder has provided valid **Client PoCs** as per Par. 1.2.3.	6	
2	The Bidder has provided evidence of the company's **experience** to mobilize and arrange provision of Inflight Catering Services and Auxiliary Equipment as per Par. 1.1.6	6	
3	The Bidder has provided evidence of the company's **capability** in providing effective dispatching services for Inflight Catering Services provision as per Par. 3.4	8	
TOTAL		20	

4.2. Technical Evaluation of the Bidder's proposal will be done in two phases. The first phase will evaluate the GLOBAL technical compliance (i.e. compliance with the requirements from the SOW MB, applicable annexes and the criteria listed in Para 4.1.). The second phase will evaluate the technical compliance with the location specific requirements. The Bidder demonstrated technically compliant for Phase I will be pre-qualified (i.e. Basic Contractual Instrument - BCI), should commercial compliance be demonstrated as well, for further limited competitions (e.g. supplementary services, additional locations, etc.). The bidder shall be demonstrated technically compliant for Phase I and II in order to be awarded a contract for services provision at a specific location.