



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



**PROCUREMENT DIVISION
DIVISION DES ACHATS**

COMMERCIAL SENSITIVE

To : ALL BIDDERS

Subject : Request for Proposal (RFP)
Provision of Power Distribution and
Plumbing Systems in Camp LINCOLN,
Mazar-e-Sarif, Afghanistan

Date : 09 APRIL 2020

Collective Number : JCA200002

Important Timelines : **Please refer to the RFP INVITATION LETTER**

EXHIBIT III - TECHNICAL PROPOSAL INSTRUCTIONS

AMENDMENT RECORD

REVISION / AMENDMENT	PART / PARAGRAPH	DATE OF ISSUE	REMARKS
Version 2.0	All	09 APRIL 2020	RFP Release

EXHIBIT III - TECHNICAL PROPOSAL INSTRUCTIONS

1. GENERAL

- 1.1. The purpose of the Technical Proposal Instructions is to allow the bidder to present a response to the requirements stated in the SOW, in a mandated, structured and standard manner in order to allow a fair evaluation of all proposals.
- 1.2. This part when duly completed and supplemented with any information deemed necessary by the bidder to demonstrate compliance with the requirement will constitute the bidder's Technical Proposal. The bidder shall not include any pricing details in the Technical Proposal.
- 1.3. The Bidder shall provide, in the Technical Proposal, a full and comprehensive description of the proposed approach in order to meet the requirements of the SOW. It is absolutely vital that the technical proposals follow the strict section and paragraph numbering order of the SOW and that **ALL SOW** paragraphs are fully addressed in the proposal. At the end of this document is an example of how all SOW paragraphs can be cross referenced to the detailed Technical Proposal.
- 1.4. The Technical Proposal Instructions are NSPA's technical evaluation criteria. The bidder **MUST** be Technically Compliant in all criteria. Non-Compliance in any single criteria **shall** constitute overall technical non-compliance. Therefore, the Bidder **shall** provide the **mandatory** information set out in all paragraphs below.
- 1.5. Resources that are funded under another NSPA contract shall, in general not be used, except for back-office administration, higher level management and support functions. The Bidder **shall** show where joint support functions will be used in this project.
- 1.6. All Bidder Technical Assumptions shall be made unambiguously clear at the start of the Technical Proposal. NSPA is not obligated to accept any or all technical assumptions made by the bidder.

2. PAST EXPERIENCE & PAST PERFORMANCE

- 2.1. The Bidder shall provide examples of past experience in accordance with the format enclosed at Exhibit VI. Past performance information, including contact information for references, should also be provided in the Technical Proposal. Information provided shall be relevant to this requirement and sufficient for NSPA to evaluate the Bidders capabilities and performance on similar services.
- 2.2. Bidders shall provide at least 1 past performance example for services performed within the last 5 years, of comparable size, scope, complexity and value in a non-benign operating environment over difficult and long lines of communication, that are directly applicable to the services required in the SOW. Supply of labour and or materials only to another contract management organisation shall not constitute evidence of acceptable past performance.

- 2.3. Where subcontractors are proposed, Bidders shall detail the past experience of the proposed subcontractors and shall clearly show what services/tasks/requirements that are within the SOW that a sub-contractor is being proposed for. The evidence for sub-contractors shall to be of no lesser standard as set out in this document as required for the Bidders.
- 2.4. Bidders **shall** show all sub-contractors being proposed and detail fully the level and type of work that will be undertaken by the sub-contractor(s) and how the Bidder will manage the sub-contractor(s).

3. **PROJECT PLANS**

- 3.1. The Bidders shall include all plans listed in the SOWs with the proposal.
- 3.2. The Technical Proposal shall explicitly cross reference all SOW requirements with Past Performance in each area of work. Bidders shall explicitly show how their past performance is directly relevant to each SOW requirement.
- 3.3. **PROJECT MANAGEMENT PLAN.**
 - 3.3.1. The Contractor shall develop and provide to NSPA a Project Management Plan describing key program aspects and the Contractor's proposed method for project development, implementation, execution and sustainment. This plan shall address areas such as; staffing, supply, cost control, services execution, milestones and goals, etc.
 - 3.3.2. This shall address all SOW requirements and **all** SOW paragraphs by clearly demonstrating and providing evidence of and or how the bidder will execute all the requirements of the SOW by providing :
 - 3.3.3. Full details on Staffing / Manning Plan including an organisational structure as well as roles & responsibilities.
 - 3.3.4. Full details on organisational chart, position descriptions and qualification requirements for key positions as well as for positions requiring specific technical skills or professional certification
 - 3.3.5. Full details on the Provision of Tools, Special Tools, Test Equipment and Materials.
 - 3.3.6. A full details of the key personnel and submission of CVs to NSPA for review within the Technical Proposal and prior to personnel deployment.
 - 3.3.7. Full details on the sourcing and verification of Original Equipment Manufacture (OEM) certified components.
 - 3.3.8. Full details of all Standard Operating Procedures (SOPs), risk assessments, safety method statements for each SOW task/requirement, ensuring cross reference to SOW paragraphs.
 - 3.3.9. Full details of how the Bidder will provide support in emergency situations.
 - 3.3.10. Full details of the Training Plans/Programme.

- 3.3.11. The bidder shall show how all Bidder resources required for the execution of all requirements will be sourced and resourced into theatre.
 - 3.3.11.1. Certificates of EU (CE) and or North American/UL Conformity for all materials, supplies, vehicles and equipment.
 - 3.3.11.2. Full details of where materials are being supplied from; name and country of manufacture, country and name of supplier, method of delivery from Contractor's supplier to site.
- 3.3.12. Full details of the Bidder's supply chain for all requirements.
- 3.3.13. Full details of all Bidder off-site facilities.
- 3.3.14. Full details of any requirement for the provision of customer supplied CIS. To include details of how the Bidder will mitigate against any non-provision by the customer.
- 3.3.15. Full details of the Bidder's Site Specific Health and Safety Plan.
- 3.3.16. Full details of the Bidder's Works Documentation.
- 3.3.17. Examples of Bidder proposed forms and recurring reports as required in the SOW and any additional reports the Bidder will provide.
- 3.3.18. Bidder's full Medical Plan.
- 3.4. **PROJECT STAFFING/MANNING PLAN**
 - 3.4.1. Personnel Training and Certification - All staff qualifications/certifications/experience/competencies, driving and other equipment operating licences as issued by their national authorities.
 - 3.4.1.1. Names of appointed Programme/Project Managers and supervisors/lead hands/foremen or equivalent along with copies of qualification certificates, relevant in date training certificates, CVs and valid Security Clearances showing relevant experience and training.
 - 3.4.2. Full details of Bidder's personnel sourcing processes.
 - 3.4.3. All proposed staff (that shall actually be in theatre) by trade/appointment/nationality required for each area of activity. All staff and equipment shall be entered into the Staffing and Equipment Plan Table and shall be submitted in the spreadsheet and PDF format. All other staff shall have their CVs and relevant education, training and other competencies submitted.
 - 3.4.4. A full organisation chart for all personnel and Head Office support for this project.
 - 3.4.5. Full details of all other staff, including valid Security Clearances, where required.
 - 3.4.6. Full details of on-site and or regional site project management offices with all staff that will be directly associated with this project, therein.

- 3.4.7. All qualification certificates, CVs and other relevant competencies shall be officially translated into English. Do NOT submit individual 'Certificates of Appreciation/Job Well Done' and other such documents.
- 3.4.8. Full details of how the bidder will manage, renew and obtain National and NATO Security Clearances for all staff who will be working on this project. Evidence shall be provided that bidder is capable of (and can) obtaining and managing such clearances. **FAILURE TO PROVIDE THIS DETAIL IS A STOP FACTOR**

3.5. **MOBILISATION PLAN**

- 3.5.1. The Contractor shall include a Mobilisation Plan to last NOT MORE than thirty (30) days after Contract Award, describing the strategy and approach to deploying the required resources in order to perform the services specified and for the Contractor provision of the required Real Life Support (RLS) services to personnel for the duration of the contract. It shall also include a fully resourced Gantt chart.
- 3.5.2. The Mobilisation Plan shall identify equipment and supply requirements that the Bidder will be providing to meet the SOW requirements.
- 3.5.3. The Bidder shall provide within his Mobilisation Plan full details of how they will accommodate (living/office/storage/workshop) their personnel this shall include all plans and designs (fully dimensioned).
- 3.5.4. Describe, risk to service and actions required to mitigate service disruption.
- 3.5.5. Full details of how Mobilisation Audits shall be conducted and identification of risks to mobilisations and mitigation measures.
- 3.5.6. Bidders shall also propose a plan to mobilise to start the works. Milestones that must be achieved as a minimum are:
 - 3.5.6.1. Team entry into theatre.
 - 3.5.6.2. Key milestones such as; initial ground breaking, service trench digging, connection to site utilities and services, inspection, testing and commissioning phases for each system/service, pre-completion inspections, snagging list rectification, final completion inspections for any contractor facilities that will be required as part of mobilisation.
 - 3.5.6.3. Validation of all technical documentation and handover to NSPA of any required test/commission certificates.
- 3.5.7. All mobilisation plans shall establish tangible milestones with dates for milestone achievement. The Contractor is to identify additional milestones in order to achieve full mobilisation.

3.6. **DEMOBILISATION PLAN**

- 3.6.1. The Contractor shall include a draft Demobilisation Plan to last NOT MORE than fifteen (15) days, when demobilisation activities only commence after the last day of contracted services, describing the strategy and approach for demobilising the resources used in service

provision and proposed approach to handover to either NSPA or a future incoming service provider.

- 3.6.2. Full details of the Bidder's Project Management approach for demobilisation and how the development of the submitted draft demobilisation plan into a full and final demobilisation plan will occur in accordance with the SOW.
- 3.6.3. Vehicle and Equipment disposition.
- 3.6.4. Provision of supplies up until the last day of contracted services.

4. DATA CAPTURING, ACCOUNTING & INVOICING SOFTWARE

- 4.1. Bidders are to provide details on the data capturing, identification and tracking, accounting and invoicing process proposed for this contract.
- 4.2. Bidders are to confirm that the process will meet the requirements, to support the invoices to be submitted.

5. BIDDER'S CAPABILITIES

- 5.1. The bidder shall provide evidence that the company is capable of meeting the requirements detailed in the SOW, in particular:
 - 5.1.1. Mobilization within the required timeframe.
 - 5.1.2. Provision of all required staff, with required training, education, certificates, competencies and necessary clearances.
 - 5.1.3. The capacity to plan and execute the services specified.
 - 5.1.4. Provisioning of supplies including management of subcontractors.
 - 5.1.5. The flexibility to adjust to sudden and unforeseeable changes in an operational environment.
 - 5.1.6. Ability of the bidder to perform and continue to perform in a changing and challenging environment.

6. ADDITIONAL ITEMS

- 6.1. The Bidders must be able to demonstrate that they understand the urgency of the Customers requirement within the framework of the SOW and can explain fully how they will meet the short timelines.
- 6.2. The Bidders shall include in their Technical Proposal, a description of how they would choose to mitigate any risks they perceive within the SOW description of the requirements. The intent is to better understand the Bidder's approach to the management of the requirement and manage the expectation of the Customer.

7. QUALITY

- 7.1. The bidder shall include his bespoke, site specific Quality Management Plan, specific to these requirements, with his proposal.
 - 7.1.1. This is an essential element in NSPA's assessment of your tender. It constitutes a part of your technical proposal. It is not intended that the bidder send a copy of his quality manual: the quality plan shall be

specific to this project, interfacing the project with the company's general quality operation and policies.

7.2. Describe fully the quality procedures in place at your company for this type of services.

7.3. ISO certification

7.3.1. The bidder / his facility shall be certified against ISO 9000, 9001, 9004 or a standard including the requirements of ISO 9001 2015, Bidder to provide a valid copy of the certification granted from an accredited body that is directly applicable to the scope activities and requirements of the SOW. The certification scope shall include all processes contributing to quality.

EXAMPLE OF SOW AND BIDDERS' RESPONSES FORMAT

***Add lines as applicable, for each Paragraph of the SOW Main Body and each SOW Annex for which the Bidder is submitting a Bid.**

Contractor: (Insert Contractor Name)	RFP XXXXXXXXXX
SOW Name (Insert SOW or SOW Annex Name)	
SOW paragraph x.x The place of performance is (Insert wording from SOW)....	
Contractor response (Include Technical Proposal Page and Paragraph Reference) A full Contractor response shall be provided	
<i>Additionally Contractors shall provide a statement 'This is noted and understood and accepted by the Contractor/Company XYZ' or other such statement as set out in examples below.</i>	
SOW paragraph x.x Provision of response 24 hours per day, 7 days per week.	
Contractor response (Include Technical Proposal Page and Paragraph Reference) A full Contractor response shall be provided	
<i>This is noted, understood and accepted by contractor/company xyz. The on-site contractor personnel will [insert details].....to provide 24 / 7 cover.</i>	
SOW paragraph x.x The Contractor shall provide a description of each (Insert wording from SOW)...	
Contractor response (Include Technical Proposal Page and Paragraph Reference) A full Contractor response shall be provided	
The contractor/company xyz will provide the service by ...[insert details]...	
SOW paragraph x.x Personnel shall hold certification/qualification at level (Insert wording from SOW)....	
Contractor response (Include Technical Proposal Page and Paragraph Reference) A full Contractor response shall be provided	

Contractor: <i>(Insert Contractor Name)</i>	RFP XXXXXXXXXX
<i>The contractor/company xyz will comply with the required competency level.</i>	